

JOB DESCRIPTION

Job Title	Barista		
Directorate	Climate & Place		
Reporting to			
Grade	16		
Evaluation ref:	TR0255	Job Family ref:	
Role Purpose			
To provide a welcoming and quality café experience to the communities in and around Ham Hill's new Visitor Centre. Working as part of the team of Baristas to create an outstanding café experience at the Lime Kiln Cafe.			
Accountabilities			
To prepare hot drinks, serve cake and pre-prepared food, and handle financial transactions with customers at the Lime Kiln Cafe. To ensure the café is clean and welcoming. To abide by the food hygiene, allergen and HACCP guidelines as set out by the management team. To deliver exceptional customer service to the customers and communities of the Country Park. Driving the profitability of the café by making sales. Ensuring that all products are restocked, displayed appropriately and labelled to a high standard. Operating the till accurately and handling financial transactions. Checking rotas and attending shifts. Maintaining a smart appearance in the café uniform. Assisting in Visitor Centre with customer enquiries and retail sales when required. Assisting with special events held at the Lime Kiln café. Deliver great face to face customer service. Ensure customers are served swiftly. Listening to customer feedback and ensuring any issues are raised with the Shift Lead or Visitor Services Manager for swift resolution. Act as a point of contact about the Country Park, advising the visiting public and site users, and relaying messages where appropriate.			

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Working with Visitor Centre staff, volunteers and site rangers to ensure customers enjoy a positive visit.

Impact

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of Ham Hill		x
Appreciation of Health and Safety issues		x
Appreciation of food hygiene issues		x
Knowledge of HACCP		x
Experience		
Experience within a customer-focused service providing excellent customer service	x	
Cash handling	x	
Proactive with commitment to provision of excellent customer service	x	
Numerate with accuracy and attention to detail	x	
Previous coffee shop or café experience		x
Use of an EPOS till		x
Able to review processes and recommend better ways of working		x
Ability to make great coffee		x
Qualifications / Registrations / Certifications		
Good standard of general education including GCSE English and Maths	x	
First aid trained		x
Skills		

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Great communicator, with ability to communicate effectively orally	x	
Team worker also with ability to work under own initiative	x	
Resourceful and flexible in approach	x	
Able to perform efficiently and effectively under pressure	x	
Problem solver with willingness to support in all tasks required to keep facility open and trading	x	
Working Conditions		
Working at Lime Kiln Cafe at Ham Hill Visitor Centre.		
Dimensions of the role		
No direct reports.		
Working Arrangements		
Working at Lime Kiln Cafe, shifts agreed with the Visitor Services Manager covering 7 days per week.		
Corporate Accountabilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: