

Relief Cafe Assistant

Grade 4

Job Description

This role requires flexibility to cover shifts as needed, working closely with the Cafe Manager, but also having the confidence and competence to run the cafe independently during their absence. The Assistant is crucial for maintaining the cafe's high standards of service, safety, and cleanliness, and for being a welcoming point of contact for all customers, including pupils and staff.

The purpose of this post is to:

- To manage the cafe's daily routine independently during periods when the Cafe Manager is absent, ensuring continuity of service and quality.

The successful candidate will:

- Offer a warm, professional, and welcoming experience to all customers, including the general public, pupils, school staff, and visitors.
- Undertake all front-of-house duties including taking orders, preparing and serving food and beverages (following menu specifications), and ensuring high standards of presentation.
- Efficiently manage cash and process transactions, ensuring accurate record-keeping of sales and catering forms.
- Maintain a clean, organised, and appealing cafe environment at all times, including the service area, seating, and food preparation areas.
- Act as a primary point of contact for building users, providing assistance to customers and visitors as required.
- Promptly report any necessary repairs, maintenance, or operational issues to the relevant authority (e.g., the Cafe Manager or facilities/Amey staff) in a timely manner.
- Strictly adhere to all food safety protocols and procedures (including temperature checks, cross-contamination prevention, and proper storage) to maintain the highest standards of hygiene.
- Follow all school policies and procedures regarding safeguarding, health and safety, and interaction with pupils and staff.
- Demonstrate the ability to manage the cafe's daily routine independently during periods when the Cafe Manager is absent, ensuring continuity of service and quality.

Essential Criteria

Education & Training

- Specific training relevant to the post, ideally including formal Food Hygiene/Safety certification (Level 2 or equivalent).
- A strong commitment to engaging with and completing all relevant CPD (Continuous Professional Development) opportunities offered.

Experience

- Demonstrable experience of working in a hospitality, catering, or retail environment involving direct customer interaction.
- Experience of working directly with members of the public in a service-oriented role.
- Experience in cash handling and operating a Point-of-Sale (POS) system.

Knowledge and Abilities

- Excellent communication and interpersonal skills, with the ability to interact politely and professionally with a diverse customer base.
- A proactive, reliable, and highly flexible approach to working, with the ability to cover shifts, weekends and school holidays.
- The confidence and initiative to run the cafe successfully on your own, addressing unexpected issues and making sound decisions in the Manager's absence.
- A good understanding of the basic principles of outstanding customer care and service recovery.
- Knowledge of basic food safety and hygiene principles.

Additional Requirements

We expect all our adults to:

- Uphold and promote professional standards including the Trust and Academy's code of conduct and values.
- Establish constructive relationships with all and understand and respect the position of all within the Trust.
- Contribute to the overall ethos, work and aims of the school.
- Promote the inclusion and acceptance of all pupils.
- Work as a member of a team to provide a safe, caring and stimulating environment.
- Be warm, consistent and reliable.
- Attend to pupils' personal needs (including social, health, physical, hygiene, first aid and welfare matters) according to the school's policies and procedures.
- Provide children with a 'secure base' in school by:
 - helping them to regulate their emotions
 - modelling the role of a trusting adult
 - supporting them to form and maintain trusting relationships with others
 - maintaining a calm and consistent approach and asserting appropriate boundaries
 - encouraging children to reflect on what goes wrong but not in a way that induces shame.
- Provide an on-call response for pupils.
- Administer and assess routine tests and invigilate when required.
- Undertake administrative tasks relevant to the role and according to the systems of the school.
- Assist with the supervision of pupils on visits, trips and out of school activities as required.
- Supervise pupils at lunch and break times.

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Executive Principal and develop and promote high standards of professional conduct throughout the Partnership.

You will be expected to carry out your duties in line with the SPP's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development through school communications.

You will be required to work at any premises which the Trust currently has or subsequently acquires or at which it

may, from time to time, provide services. You will be expected to travel and will, therefore, have access to a vehicle (with appropriate Business Insurance) or other appropriate mode of transport. There may be a requirement to transport pupils from time to time, subject to appropriate risk assessments being in place.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support Trust, and your own professional development.

All staff, regardless of their position, are expected to undertake TeamTeach training and work within 'good practice' guidelines using a range of positive handling strategies, gradual and graded, involved in holding, guiding and escorting safely, from least intrusive to more restrictive holds.

As part of your wider duties and responsibilities you will be required to promote and actively support the school's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

