



The Royal Foundation of St Katharine

JOB DESCRIPTION Food & Beverage Assistant **Revised:** March 2021

Main job purpose: Ensure The Royal Foundation of St Katharine delivers an effective hospitality service via a Community Cafe operating at a financial break even or small surplus whilst retaining the Charity's commitment to affordability and the local community.

Reports to: Community Cafe/Yurt Cafe Manager **Responsible for:** No staff

Usual place of work: The Royal Foundation of St Katharine (RFSK), 2 Butcher Row, London. E14 8DS. In both Yurt Cafe and Retreat House.

Work perimeters: Zero Hours contract – expected 30 hours per week. Days per week are dependent on business patterns. The role is in an Hospitality and Events environment hence evening and weekend work is integral to the role.

Relevance: This document reflects the job content at the time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the jobholder and the job description will be amended accordingly.

Key areas of Responsibility:

Support of charitable objectives

Learn and be able to effectively demonstrate a comprehensive knowledge of The Royal Foundation of St Katharine, including but not limited to:

- Charitable objectives delivered through Worship, Hospitality and Service
- Working ethos
- Commercial objectives and budgets

Hospitality

- Set and maintain a warm, confident and efficient service in the Café and ensure the Café environment is welcoming, presentable and safe at all times
- Set and maintain food and beverage offer, presentation and service appropriate to the marketplace and community
- Regularly review the F&B products on offer and provide new ideas and suggestions

Customer Service

- Monitor customer satisfaction and contribute to the ongoing development of the café with respect to assisting with forward planning and marketing activity
- Manage complaints in an appropriate and professional manner in order to achieve customer satisfaction

Event Management

- Effectively manage and operate public and private events

Community Support

- Effectively support the daily delivery of community activities
- Ensure rooms in the Precinct are set up, ready for Community Projects and hirers - rooms and storage areas must be clean, tidy and free of hazards
- To work closely with the staff member looking after the Community Project's to ensure community feel looked after, welcomed and informed

Food Hygiene and Safety

- Maintain high standards of hygiene and cleanliness ensuring the cafe remains a hygienic and pleasant environment at all times

People, communication and interaction

- Represent RFSK in person and via all media in a manner and style reflecting The Foundation's ethos and core values.
- Work collaboratively with colleagues to achieve effective outcomes for RFSK

Environment, Health & Safety and Security

- Proactive management of cost effective recycling and waste management
- Follow carefully the RFSK Ethos on being environmentally friendly
- Ensure safe working practices in accordance with the correct policy and procedure
- Properly handle and account for keys
- Maintain full knowledgeable of policies regarding emergency procedures and security
- Report all H&S issues and refurbishment requirements to the RFSK Health and Safety Committee and follow up on it
- Adhere to the RFSK H&S procedures and show an active interest in these procedures by highlighting and rectifying issues
- Attend all Health and Safety training as instructed by the Operations Director and the HR Adviser

Skills and Experience

Essential

- Experience of working in a food service environment.
- Excellent communication skills and ability to communicate with a range of people.

Desirable

- Food Hygiene Certificate level 2
- Trained to Barista level.
- Experience of working in a social enterprise cafe or similar.

Personal Attributes

Essential

- Committed to excellent service of customers and community
- Drive and initiative to contribute to the success of a community cafe.
- Williness to learn and develop
- Resourceful and self motivated.
- Felxible regarding working hours
- Ability to respect and appreciate diversity
- Passion for people

I have read and fully understand all the contents of this job description and understand that a signed copy will be kept on my personal file.

Signed:

Printed name:

Date: