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**Job title: Taurus Crafts Seasonal Café Assistant**

**Purpose:** To assist in the café servery, garden café, and kitchen so that customers receive a consistently high quality of food and service.

To be a helpful and supportive team member particularly to people on work experience or training placements in the restaurant.

**Reporting to:** **Café Manager**

The Camphill Village Trust is a registered charity formed of nine communities in England offering opportunities for people with learning disabilities, mental health problems and other special needs to live, learn and work with others of all abilities in an atmosphere of mutual care and respect inspired by the work of Rudolf Steiner (anthroposophy).

Taurus Crafts is a vibrant visitor centre where you can see a wide range of arts and crafts. The Cafe stands at the heart of Taurus Crafts. It welcomes visitors, local and holidaymakers alike. Our daily operation includes a mixed ability team providing work placements and supported employment opportunities.

We are looking for candidates who have an enthusiasm for high quality customer service in a busy environment.

**Main responsibilities:**

**Servery and garden cafe, as a member of a team**

* To greet new customers appropriately, answer any queries they may have, and take and record their orders accurately.
* To make up customer orders (making toast, beverages etc), making sure at all times food hygiene and health & safety requirements, portion and presentation guidance are complied with.
* To provide customers with their food, beverages and cutlery, confirming later that they are happy with their order.
* To clear and wipe down tables promptly after use, attend to spillages quickly. Making sure the tables and the surrounding areas are presentable and fully provisioned for new customers.
* To display food on opening in a safe and appealing manner and clear away on closing, cleaning up and storing food appropriately.
* To follow food hygiene and health and safety requirements.

**Kitchen, as a member of a team**

* To wash up and put away used cutlery, crockery and baking utensils ensuring they are properly clean and put away in their correct locations.
* To clear up the kitchen area, making sure the kitchen is presentable at all times and that food hygiene and health & safety requirements are followed.

#### Person specification

**Experience**

* Previous experience of operating in a retail environment without close supervision (D)

**Qualifications**

* A -C in Maths and English

**Skills and knowledge**

* An ability to work with our mixed abilities team
* A sense of humour and a positive attitude.
* Customer service skills

**Competencies**

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| **Competency** | **Definition** |
| **Respecting and**  **understanding others** | Is able to understand issues from others’ viewpoints and builds an atmosphere of trust and openness so that others are treated with respect and dignity without discriminating or stereotyping.  Tailors their approach depending on who they are with and acts as an advocate for people. |
| **Effective**  **communication** | Is able to communicate effectively with others through the use of verbal and non-verbal communication methods.  Recognises the needs of others when seeking agreement to their plans, adapting their communicate style to match the situation. |
| **Working with and**  **developing others** | Is an active member of the team, working cooperatively with others and assisting when they need support. |
| **Results and**  **quality focus** | Is conscientious, strives to complete work to high standards and looks to improve and maintain the quality of performance in themselves and others.  Completes work with the best interests of others in mind. |
| **Problem solving and decision**  **making** | Is able to collect, interpret and evaluate information to develop a deep understanding of a problem, explores alternative ways of resolving problems including new possibilities. Makes timely and well considered decisions. |
| **Resilience to**  **change and challenges** | Is open to change and embracing new developments/initiatives, adapts well in new and unfamiliar situations responding to changing plans quickly, works independently without direction, is resilient and copes well in emergency situations. |

**Other requirements**

Satisfactory disclosure (DBS).

* Must be available to work some weekends, bank holidays, school holidays between the hours of 9 – 5.30