

Café Assistant/Barista

The Role

Job title:	Café Assistant/Barista
Department:	Commercial Services
Responsible to:	Retail Manager
Location:	Cirencester, main campus
Salary:	Grade 2: £18,898 - £19,578 pa
Term:	Full time, average 35 hours per week, normally Monday - Friday on a flexible rota to include occasional weekends and evenings (Café is generally shut at weekends)
Relationships with:	Customers, students and suppliers

Purpose

Delivery of all food, beverage and retail services to all customers and cleaning all departmental areas and washing up as required. Support of management team. Full training will be provided.

Key Responsibilities

- Provide a quality of service to all customers:
 - Working to the departmental values and SLA's
 - Providing a high standard of customer service
 - Awareness of allergens, dietary conditions, acting promptly to address concerns
- To take responsibility for delivering proficient services in the following, to the agreed standards:
 - Tea & Coffee delivery
 - Served at Functions / Conferences / Events
 - Retail Outlets
 - Bar services
 - Wash up areas
- Following all Departmental, Institutional & Legal procedures:
 - COSHH
 - Health Safety and Welfare
 - Maintenance requests
 - Security
 - Reporting all incidents
- Hygiene
 - To maintain high standards of cleanliness and hygiene in all areas
 - To maintain a high standard of personal appearance, and to wear the correct uniform at all times

- Have a flexible approach to working at Events/Functions
- Event/Client Management as required for Events & Functions
- Sustainability
 - To sort waste for recycling and disposal of in correct recycling point
 - Responsible for usage of utilities and resources
- To undertake such other duties as may be requested by the Head of Catering & Retail

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University’s absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements	Essential or Desirable	Measured By
The post holder must be able to demonstrate:		A) Application Form B) Interview C) Presentation

Qualifications:		
<input type="checkbox"/> A good standard of education – GCSE or equivalent	E	A
Experience and Skills:		
<input type="checkbox"/> Excellent interpersonal and communications skills	D	B
<input type="checkbox"/> Excellent customer care skills	E	B, C
<input type="checkbox"/> Basic Food Hygiene Certificate	D	A
<input type="checkbox"/> Flexibility in working hours	E	B
<input type="checkbox"/> Basic IT Skills	D	B, C
<input type="checkbox"/> Ability to be able to lift and move heavy objects up to 25kg	E	B

Other conditions:

- Full training will be provided

The post holder must also:

- be able to work occasional weekends and evenings during busy periods or specific events : generally the café is closed at weekends
- be mobile and able to travel to other University sites in Cirencester, including Harnhill and the Alliston Centre (Growth Hub)

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Address](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 10th July **Interviews:** 17th July
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level