



CAFÉ WORKER JOB PACK

Sunnyside Rural Trust is a charity working with adults with learning disabilities. We support people to gain confidence and skills in horticulture and retail.

We have two Farm Shops and three Cafes, which provide a safe and supportive place for our service users to develop their skills in hospitality and retail settings. Our farm shops sell a range of Sunnyside Rural Trust produce and those of other local growers and manufacturers. We offer high quality produce in a friendly and professional shop.

We sell organic fruit, vegetables and salads, high quality and unusual plants & flowers, cheese, biscuits, jams and chutneys, handmade chocolates, organic ice-cream, crafts, gifts, and much more....

We serve fresh homemade lunches, fresh coffee and tea alongside homemade cakes and other sweet treats.

The job will involve working on a rota basis, including some weekend work.

JOB DETAILS

Job title:	Café worker (12 Months Maternity Leave Cover)
Reports to:	Café Manager
Location of job:	Sunnyside up Cafe & Farm Shop, Two Waters Road, Hemel Hempstead, HP3 9BY (Possible other locations in Dacorum area)
Main purpose of job:	To work in the café and support the day-to-day operations, including equipment, health and safety, customer care, food/drink preparation, till work and administration, to create an environment that is welcoming to customers, and supportive to staff and volunteers with learning disabilities and mental health issues.
Salary:	£23,809.50 – £24,375, 26 hrs per week, 9am-4pm shifts (salary dependant on experience)



JOB DESCRIPTION

General requirements

- To understand fully, and have a commitment to, carrying out the aims and objectives of Sunnyside Rural Trust of which Sunnyside Café/farm shops are a part.
- To work within the Sunnyside Rural Trusts policies and procedures to provide a high quality of service and to always have a high regard for the organisation's Equal Opportunities Policy.
- To support the team and the Manager in providing a high-quality day and employment placement to people with learning disabilities.
- To carry out all duties as instructed in a satisfactory manner and in accordance with SRT's philosophies, values, principles, aims and objectives.
- To work within legal requirements; relevant policies, procedures and guidelines.

Specific duties and Tasks

- Ensure the highest level of customer of service is always achieved – to be a positive and welcoming front of house.
- To support and train the people involved in Sunnyside cafes, including people with learning difficulties, students on work experience, and other volunteers.
- Serve as the lead customer contact for people at the cafe, including answering questions, welcoming customers, and other communications
- Prepare food and drinks to a high standard, following SFBB and FSA guidelines for Food Safety management
- Participate in preparing for and delivering orders as a part of our Catering service
- Communicate and report back to the Café Manager
- Adhere to all café policies and procedures
- Participate in team meetings, marketing and promoting the café's
- Other duties as assigned

Health and Safety

- Comply with all health and safety policies, measures, and legislation
- Ensure opening checks and lock up procedures are adhered to.
- Ensure your own safety and those with whom you are working
- Work according to the café's food safety management plan
- Assist with Risk Assessments where required
- Apply first aid, when necessary, appropriate to your skill level

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- Report all safety matters to the Café Manager.

Trainee Support

- To supervise trainees, demonstrating tasks and encouraging their participation in such.
- In conjunction with relevant SRT personnel and other professionals, participate in devising, maintaining, monitoring, updating and recording of information in relation to trainees' plans.
- To participate in regular team meetings, contributing to discussions about trainee's care plans and individual plan goals.
- To inform other members of the team and the Manager of any changes in trainees health, behavioural, emotional, psychological or mental health, or current issues so that support can be sought if necessary.
- To ensure that the care and support given to trainees by the team is consistent and the team is working to shared aims and objectives; Positive behaviour support plans and care plans are followed consistently.
- To actively create and support opportunities for each trainee to have their views represented.
- To provide the trainees with support coaching and guidance. Provide a positive role model in respect of independent living, interpersonal and self help skills. Monitoring individual trainees training and development programmes.
- To play an active role in SRT's training for trainees, assessing and recording tasks and progress in a manner consistent with good practice.

Administration & Finance

- Operate the till including setting the till up for the day
- Complete daily financial sales reports, ensuring any discrepancies are explained to the manager
- Complete daily SFBB paperwork, keeping a record of good food safety practises including temperature checks, opening, closing and deep cleaning tasks
- To complete own records related to own employment (for example- appraisals, training requests, using the HR online system).
- To undertake any delegated responsibilities in relation to the organisation's business plan.
- To deal with all information in line with the organisation's policy and procedure with regards to confidentiality and data protection (GDPR) policies.



Relationships and Communications

- To work as an integral member of the team. For example, working on any of our sites when necessary to cover staff absences
- To attend and participate in meetings, recording minutes and obtaining records, as required.
- To encourage trainees to develop positive, appropriate relationships with others at the Trust's centres.
- To develop positive, professional, effective working relationships with relevant SRT personnel and external professionals.
- In a professional manner, take and relay both written and verbal messages, taking appropriate action when required.
- To immediately report to the Manager the receipt of any complaint regarding staffing, care or facilities.
- To report all relevant information/changes in trainees needs to the rest of the team and the Manager.
- To always present oneself in a professional manner

Training and Development

- To participate in the supervision process and performance reviews: participating in setting and achieving own development/performance objectives and making changes in practise as required.
- To attend and participate in internal and external individual and team training and development activities.
- To achieve the relevant professional qualification appropriate to the role;
- To actively participate in the induction process and meet deadlines.
- To review own training and implement changes in practise.

Café & Retail Management

- Ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures
- Maintain the cafe in good, clean, and serviceable order
- Participate and complete in deep cleaning schedules
- Follow FSA and SFBB guidance with date labelling and checking these daily
- Completing food ordering, shopping or other suitable tasks to ensure the cafe is prepared for service
- Notify the Café Manager of any site problems
- Attend meetings with staff and management, as required
- Checking deliveries for damaged or missing goods, reporting this to the manager and marking on invoices
- Putting away deliveries in a timely manner, so not to spoil delivered goods, restocking shelves and uploading stock onto EPOS system.

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- To participate in additional events, trainee socials and Saturday shifts

Additional Requirements

- To liaise with outside organisations and create and maintain a positive working relationship.
- Provide information for reports and project review meetings.
- To keep up to date with changes in policies/laws/regulations/practices
- You may be required to carry out other duties, as within your capabilities and level of responsibility, to meet the needs of the organisation.

PERSON SPECIFICATION

Experience, education and training

Essential

- A good level of literacy, numeracy and communication skills.
- Experience working within the hospitality industry and operating a coffee machine

Desirable

- Training and qualifications in care for people with learning difficulties.
- Qualification's in food and beverage service.
- First Aid and Food and Hygiene certificates

Skills and abilities

Essential

- Ability to think logically and creatively to provide practical solutions to a changing range of problems and issues.
- An understanding of food and beverage operations.
- Ability to deal with challenging behaviour.
- Ability to work positively both as a member of a team and independently, with general direction and within a clear framework of accountability.
- Highly motivated and able to use own initiative.
- Good organisational skills
- Excellent communication and interpersonal skills.
- Ability to work under pressure.
- Willingness to be flexible.
- Flexibility for occasional work on weekends and evenings



- Driver with full UK licence - Occasional deliveries of catering, shopping/ stock collections.

Desirable

- Written communication skills necessary to present information in written reports and correspondence.
- Creative skills to enhance merchandising and promotions
- Cooking and baking skills

Experience and knowledge

Essential

- To have a keen interest in and experience in catering or hospitality.

Desirable

- Experience of working with people with learning difficulties and/or mental health issues.