



INVESTORS IN PEOPLE™
We invest in people Gold

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

Our Hemel Food Garden farm shop and cafe sells 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 also offer retail training and experience to young people and adults with learning disabilities to support them to be work ready.

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 involves some weekend work.

JOB DESCRIPTION

Job title: Café/Farm shop Project Worker

Reports to: Café Manager

Location of job: Sunnyside Rural Trust, Hemel Food Garden, Two waters Road, Hemel Hempstead, HP3 9BY or

Main purpose of job: To work in the café/farm shop 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: £19,305 per annum, pro rata

General requirements

- To understand fully, and have a commitment to, carrying out the aims and objectives of Sunnyside Rural Trust of which Sunnyside Up Café/farm shop is part.
- To work within the Sunnyside Rural Trusts policies and procedures to provide a high quality of service and in particular to always have a high regard for the organisation's Equal Opportunities Policy.
- To act in accordance with the General Data Protection Regulations (2018).
- To act in accordance with the Health and Safety at Work Act (1974) and the organisation's Health and Safety policy statement.

Specific duties and tasks

- Ensure the highest level of customer of service is achieved at all times – to be a positive and welcoming front of house
- To support and train the people involved in Sunnyside Up cafe, and the Hub 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
- Communicate and report back to the Café Manager
- Adhere to all café policies and procedures
- Participate in 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
- Report all safety matters to the Café Manager.

Financial management

- Operate the till including setting the till up for the day
- Complete daily financial sales reports, ensuring any discrepancies are explained

Café 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
- Notify the Café Manager of any site problems
- Attend meetings with staff and management, as required

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, in order to meet the needs of the organisation.

To learn more about what we do visit www.sunnysideruraltrust.org.uk



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Person specification

Education and training

Essential

A good level of literacy, numeracy and communication skills.

Desirable

Training and qualifications in care for people with learning difficulties.

Training and experience 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.

Able to work weekends as necessary.

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 of, the catering or hospitality industry.

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

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