

Job Description

Position	Barista /Café Operative
Salary	£7.83p/h
Period of Employment	6 months, subject to periodic reviews
Hours/Days Required	25 hours per week spread over 4 days (Hours to be agreed with Placement Supervisor)
Placement Organisation	BHI – Two positions available: 1. The Compton Centre, Harehills Ln, Harehills LS9 7BG 2. Moor Allerton Centre, King Ln, Leeds LS17 5NY
Responsible to	Work Placement Supervisor and PATH Project Officer
How to Apply	Email CV and supporting statement to step@pathyorkshire.co.uk and include an eligibility check form/ application declaration form downloadable from the Vacancies Page of our website, www.pathyorkshire.co.uk .
Job Start Date	TBC

About the Placement Organisation

BHI is a community engagement organisation, which work with and for disadvantaged and marginalized communities addressing equality and inequity of access and services to education, health and social care locally regionally and nationally. We do this by working in partnership with NHS, Local Authority, schools, education providers and voluntary organisations

Purpose of the Placement

This paid placement is funded through the STEP programme and aims to support Leeds residents who are over 25 years old and long term unemployed (unemployed over 6 months and over) develop their confidence and work skills within diverse sectors with supportive employers within a 6 month fixed term period. *Eligibility terms and conditions apply.

Participants will be working for 25 hours in a paid role. In addition they will be required to undertake 5 hours of paid personal development training which will include either volunteering within your paid placement or with another organisation or undertaking some training or courses.

Work Skills Development Opportunity

The barista/ café operative is responsible for serving all products with friendly, individualized attention towards each customer. He/she is also responsible for educating customers about our healthy food options and serving the hot beverages available and operating the till. He/ she will ensure that the food area is kept clean and the food bar is topped up on a regular basis and any other duties the café manger deems necessary to ensure smooth service to all customers

- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favourite drinks and food items.
- Verbally receives and calls back customer orders in a friendly manner.
- Reports all customer complaints to manager on duty.

- Responds proactively to prevent customer service situations.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers customer questions regarding products on sale, preparation, and product freshness.
- Sells and serves food items to customers.
- Maintains efficient, friendly service
- Works to the health and safety and food hygiene standards

Personal Development

Further training and experiences may be gained as appropriate.

SELECTION CRITERIA

The ESSENTIAL CRITERIA are those criteria that you must meet in order for you to be considered or given a chance for an interview.

The DESIRABLE CRITERIA are not necessary for you to meet but if you indeed do so, they can be considered an advantage that you have over other applicants who also met the essential criteria.

QUALIFICATIONS & ATTAINMENTS	Essential Criteria	Desirable Criteria	Method of Assessment
Level 2 Food Hygiene Certificate		x	Application & Interview
SKILLS & COMPETENCIES	Essential Criteria	Desirable Criteria	Method of Assessment
Have good communication, teamworking, interpersonal and organisational skills;	x		Application & Interview
Good Numeracy and Literacy skills	x		Application & Interview
Have a passion for working with people	x		Application & Interview
Have the ability to work in a fast-paced environment;	x		Application & Interview
Ability to work independently, meet deadlines and priorities	x		Application & Interview
Ability to work to policies and procedures	x		Application & Interview
Attention to detail	x		Application & Interview
KNOWLEDGE & EXPERIENCES	Essential Criteria	Desirable Criteria	Method of Assessment
Previous experience working in a café or coffee shop		x	Application & Interview
Knowledge of health and safety and food hygiene	x		Application & Interview
BEHAVIOURAL & VALUES	Essential Criteria	Desirable Criteria	Method of Assessment
Work in accordance with organisational policies and procedures of Path Yorkshire and BHI	x		Application & Interview
Pro-active approach to work	x		Application & Interview

Disclaimer

- Your contract of employment will cease at the end of the 26 weeks
- Benefits may be affected as this placement will be classed as paid employment

RISK ASSESSMENT OF THE TRAINING POSITION

A. CLIENT GROUPS, the trainee will work with

- General Public Factory Work Other Agencies
Children People with learning difficulties Clients in their own home resident or hostel

B. PHYSICAL CONDITIONS:

1. Work is conducted in the main

- Indoors Outdoors Sitting
Standing Walking Office Accommodation

2. The training will involve

- Lone Working Working out on the Estate Working underground
Climbing Working on the Counter Working in Void Properties
Bending Manual Handling tasks Working in confined spaces
Stretching Working at Heights Contact with discarded needles
Driving Potentially working in a smoking environment
Cash Handling Use of Display Screen Equipment

C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the traineeship.

Personal Protective Equipment	n/a
Protective Clothing	n/a
Type of Vehicle (other than car)	n/a
Other equipment used	n/a

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, work colleagues and others.