



JOB TITLE:	Coffee Shop Assistant		
GRADE: JOB CODE:	G3 NEI119COFFG3	SERVICE AREA:	Sport & Leisure
REPORTS TO:	Shift Supervisor / Duty Manager	LOCATION:	Oak Park or Bloxwich Coffee shops
SPECIAL CONDITIONS:			

1. Main purpose of the job role:

- Prepare and serve food and drinks for catering outlets within sport and leisure.
- Take and process orders.
- To follow all operating procedures to ensure health and safety of customers is maintained at all times.

2. Role specific duties and accountabilities:

- Undertake the basic preparation of food maintaining a high standard of hygiene at all times.
- Ability to work under own Initiative.
- Undertake the serving of snacks, sandwiches and drinks
- Operate a till
- Undertake general cleaning duties within the unit in a safe and efficient manner, including:
Use and store all cleaning equipment and cleaning materials in a safe, efficient and economical manner.
- Cleaning and filling of vending machines may be required on occasions
- Use of a Barista coffee machine.
- Promote and comply with the Council's Equal Opportunities Policy at all times
- Observe and comply with all Health and Safety and Fire Regulations and procedures as laid down in the Health and safety at Work Act and Council policies at all times.
- Undertake any relevant training that is deemed necessary, particularly with regard to Health and Safety and Basic Food Hygiene. Please note it is a legal requirement that every food handler undergoes the Essential Food Hygiene Certificate Training course.
- Undertake any other duties relevant to the grade of the post as reasonably requested.
- This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



Walsall Council

JOB TITLE : Coffee shop Assistant		GRADE 3
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to communicate with customers – adults and children	A/I	3
Must be numerate and literate	A/I	3
Must be able to attend relevant training courses	A/I	3

Be of smart and clean appearance	A/I	3
Must have a basic understanding of food hygiene	A/I	2
Must practice good personal hygiene	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	2
An awareness of, and commitment to, equality of opportunity	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Some experience in working in a food serving establishment	A/I	2
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Basic Food Hygiene Certificate / or willingness to undertake training	A	
Other Essential Requirements		
Awareness of, and commitment to, confidentiality and handling data	I	2
Prepared by:	Andrew Dale	Date: 31.1.20