YMCA
DULVERTON GROUP

YMCA

Job Information Pack
Cafe Assistant

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: **Café Assistant**

Reports to: **Venue Manager**

Background

The Café Assistant will assist the management team with delivery of quality and professional service to our guests. As a Cafe Assistant you will help with all elements of our day-to-day delivery of outstanding customer experiences.

Purpose

The postholder will assist with the management team on shift, ensuring great customer service across our café and events venue. Responsible for the maintenance of a strong and customer-focused, performance driven quality culture with focus upon guest experience and cleanliness in the workplace.

Responsible for:

Running of café bar and event space daily as well as being a point of contact for our customers and partners both internally and externally.
To provide a polite and courteous service to all visitors to the venue and to be a positive and supportive influence on team members.

Other Key Relationships:

Leading by example to provide a high standard of motivation and support for our team of apprentice staff. Building relationships with clients and stakeholders to drive the reputation of the business.

Main Responsibilities

- To ensure smooth running of the café and event space, as well as the day-to-day operation, supporting the managers and the team on shift whilst ensuring excellent customer service.
- Providing a high standard of motivation and be a role model for our team of apprentices.
- To ensure that standards are achieved and internal operations are performed in an effective and efficient manner; be able to greet and register guests, providing outstanding guest service during their stay.
- To make and modify venue bookings.
- Have a positive and upbeat personality with a desire to deliver outstanding customer service to our guests.
- Be able to multi-task and be detail oriented.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.

- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

General

- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.

- Work across the organisation to build a learning culture and positive working environment.

- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.

- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.

Person Specification

Qualifications and Experience

- Imaginative and creative in driving customers to the business.
- A team player, able to work on own initiative.
- Commitment to providing a high standard of customer care.
- Some hospitality or customer facing background would be preferred however training will be provided.
- A flexible attitude and willingness to adapt as well being available to cover at short notice.

Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- Self-motivated with ability to manage own workload and work with minimal supervision.
- Team player, with ability to build relationships with a wide variety of stakeholders.
- Ability to prioritise and manage conflicting demands.
- Demonstrate resilience, motivation, and commitment, to driving up standards of work.
- Demonstrates a proactive approach taking responsibility for areas of work and finding solutions.
- Is adaptable to change/embraces and welcomes change.

Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
- This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.

Main terms of employment

Salary:	£12.71/hour
Location:	The Red Brick Building, Morland Enterprise Park, Morland Rd, Northover, Glastonbury BA6 9FT
Hours:	37.5 Hours per week.
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns.
Holidays:	28 days per year, plus bank holidays.
Pension:	YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year.