



## **JOB DESCRIPTION**

Job title	Coffee Shop Assistant (Clifton)
Salary range	£11.44
Department	Commercial
Working pattern (hours/weeks etc)	Zero-hour contract
Responsible to	Coffee Shop Team Leader
Supervisory responsibility	N/A
Job purpose	To assist in the efficient running of the Student Union Coffee Shop outlet by dispensing drinks, selling other products and promoting the business whilst maintaining great customer service.

### **Main duties and responsibilities**

1	To dispense drinks to the standard specified, using the correct equipment and items and to always abide by the perfect serve and relevant brand standards.
2	To sell other drinks and food to customers in accordance with the standards and procedures provided.
3	To always provide excellent customer service regardless of levels of trade, time of day or other factors.
4	To prepare the coffee shop area and equipment for service and maintain standards throughout all hours of service.
5	To always maintain food hygiene standards and in accordance with training and procedures provided.
6	To maintain standards of cleanliness and hygiene for all working and customer areas including emptying waste and the collecting of empty crockery and consumables such as paper cups etc.
7	To use the electronic till following set procedures always ensuring integrity of cash and stock.
8	To maintain personal standards such as uniform and equipment which you must, where applicable, wear always whilst on duty, the uniform specified/supplied by the organisation. Always make sure that the uniform is worn correctly and is clean and tidy.

### **Secondary and other duties**

1	To maintain accurate timekeeping and communications. You will be responsible for familiarising yourself with daily shift requirements, displayed on weekly rotas, and will be expected to report for work on or before time.
2	To always maintain customer awareness and relay any problems to a senior member of staff.

### **Standards**

- The post holder will, always both professionally and personally, portray a positive image of NTSU.
- The post holder will always uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism.
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU.
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies.

### **Miscellaneous**

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

## **EMPLOYEE SPECIFICATION**

<b>Job title</b>	Coffee Shop Assistant
<b>Department</b>	Commercial
<b>Responsible to</b>	Coffee Shop Team Leader

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Working under direct supervision.	Working in a café or catering environment.
		Providing a barista service.
	Working alone.	Using an electronic till.
		Cash handling
<b>Skills</b>	Ability to work unflustered under pressure.	
	Ability to work on own initiative.	
	Strong team player.	
	Reliable and flexible.	
	Friendly outgoing personality.	
	Able to communicate effectively.	
<b>Knowledge</b>	Health and safety awareness.	Food hygiene level 2.