



JOB DESCRIPTION

Job title	Coffee Shop Assistant
Salary range	£12.21* + holiday pay (*pending April pay changes)
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 coffee shop within the Students' Union by preparing food and hot drinks, assisting in the open and close down, and providing exemplary customer service. Abiding by food hygiene laws and monitoring temperatures of food.

Main duties and responsibilities

1	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.
2	To prepare food for customers in accordance with the standards and procedures provided. Ensure that food hygiene laws are followed at all times.
3	To ensure all food is prepared to the standard specified, using the correct equipment and items and to always abide by the relevant brand/venue standards.
4	To always provide excellent customer service regardless of levels of trade, time of day or other factors.
5	Maintain a clean and safe environment throughout the venue and 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 collecting empty cups/plates and removing any rubbish from tables.
7	To use the electronic till following set procedures always ensuring integrity of 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.
9	To record and monitor all waste to keep to a minimum and report any faults found on equipment.
10	Prepare hot and cold drinks in line with the standards and procedures provided.

Secondary and other duties

1	Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions.
2	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.
3	To always maintain customer awareness and relay any problems to a senior member of staff
4	To be knowledgeable of our product offering and be able to provide suitable recommendations to customers.

Conduct and Attitude

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

Standards

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.

- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

Miscellaneous

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions/person specifications to ensure they accurately reflect each role.
- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.

EMPLOYEE SPECIFICATION

Job title	Coffee Shop Assistant
Department	Commercial
Responsible to	Coffee Shop Team Leader

Criteria	Essential	Desirable
Experience	Ability to work in fast paced environment	Familiarity with sustainable office practices.
	Schedule Flexibility, ability to work early mornings.	Customer service experience.
	Ability to work in a team	Experience in a coffee shop environment.
		Familiarity with food hygiene laws.
Skills	Approachable	
	Interpersonal and communication skills	
	Organised	
	Friendly	
	Hard working	
	Reliable	