Job Description

Job Title: Ella's Catering Assistant/Cook

Location: Preston/Churston

Reporting to: Ella's Cook/Manager

Job purpose: Our Vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. As a Ella's Catering Assistant/Cook you will deliver this by supporting the successful day-to-day running of Ella's Café Lounge, helping to deliver excellent food, service and customer experience while maximising income for Rowcroft Hospice. The post holder must be multi skilled and able to work across all aspects of café operations, including food preparation, service, cash handling and cashing up, stock ordering, and maintaining health, safety and EHO compliance.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Responsibilities:

1. Support the Cook/Manager in the day-to-day running of Ella's Café Lounge and be able to work across all areas of the operation as required.
2. Prepare and serve food and beverages to a high standard, following recipes, procedures and food hygiene requirements.
3. Deliver excellent customer service, creating a warm, welcoming and professional environment for customers, volunteers and colleagues.
4. Carry out all front and back of house duties, including set-up, service, clearing, cleaning, dishwashing and end-of-day close down.
5. Process transactions accurately, including cash, card and credit notes, complete cashing up procedures, and investigate or report EPOS discrepancies.
6. Support stock control, rotation and ordering of supplies and consumables, helping to minimise waste and maintain availability.
7. Maintain a safe, clean and compliant environment, ensuring all health and safety, food hygiene and EHO requirements are met at all times.
8. Work collaboratively with the Cook/Manager, wider team and volunteers to achieve sales targets, deliver great service and support an inclusive team culture.
9. Protect the security of stock, cash, equipment and premises, and respond positively and flexibly to changing business needs.
10. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is



up to date. Play an active part in team meetings. Help to create an environment that is continually critically questioning practice and promoting learning.

11. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.

This list can never be exhaustive, and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

Infection Prevention

All Rowcroft Hospice employees are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to:

- Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- Take part in mandatory infection control training provided;
- Responsibly manage your own infections that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of work:

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time).

This will be fully discussed and agreed with the postholder to meet individual and business needs.

PERSON SPECIFICATION
Ella's Catering Assistant/Cook - (Preston/Churston)

Attributes	Essential	Desirable/ Development areas
Qualifications and Training	Good general standard of education Level 2 Food Hygiene certificate, or willingness to achieve this within an agreed timeframe	Level 2 Food Hygiene certificate if not already achieved Personal licence
Knowledge and Skills	Good knowledge of food and drink preparations, food hygiene and safe working practices Strong customer service and communication skills Good organisation, accuracy and attention to detail Confident using till, EPOS or similar retail systems and basic IT Able to build effective working relationships with customers, colleagues and volunteers Able to work in a fully multi-skilled way across all aspects of café operations, including food & drink preparations, service, cash handling and cashing up, stock ordering, cleaning, and maintaining health, safety and EHO compliance Confident in front of house operation, to Barista trained standard.	Awareness of current food, café or retail trends Commercial awareness and understanding of how to maximise sales and reduce waste Confidence in taking initiative and supporting day-to-day decision making
Experience	Recent experience in a café, catering, hospitality or similar customer-facing food service environment Experience of working flexibly across front and back of house duties Experience of handling transactions, cashing up or using a till/EPOS system	Experience of working to sales targets, income goals or other service KPIs Experience of supporting stock ordering, stock control or waste reduction Experience of working with volunteers or in a charity environment
Personal Requirements	Reliable, organised and able to work at pace Adaptable, flexible and willing to turn to any task needed to support the café Positive, proactive and committed to delivering an excellent customer experience Able to work collaboratively and respond positively to changing business needs	Commercially aware and able to spot opportunities to improve sales, service or efficiency A good understanding of Rowcroft's purpose, values and the contribution of retail and catering to hospice income Willing and able to volunteer for at least one Rowcroft event each year.



Registered Charity No: 282723

	Able to work in a physically demanding role, including standing for extended periods Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.	

