

## Job Description

- Job Title:** Ella's Bank Catering Assistant/Cook
- Location:** Ella's Café Lounge (Chelston/Preston)
- Reporting to:** Ella's Cook/Manager
- Job purpose:** As a core member of our Ella's Team, you will provide support to create a destination eatery, maximising the income and profitability of Ella's Café Lounge so we can deliver our vision make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. .

**Our Values:**

Honesty & Integrity Generosity of Spirit Respect Team Player

**Key Responsibilities:**

1. Support the Cook/Manager to with day to day the running and operations at Ella's Café Lounge.
2. Prepare food and beverages within established guidelines and operating procedures, taking direction from the Cook/Manager, but also contributing your own ideas.
3. Create a warm and vibrant atmosphere and deliver high standards of food and service.
4. Support the preparation of the kitchen and café area before, during and at the end of service.
5. Provide excellent customer service to all customers in a warm, professional and friendly manner, take and serve food and drink orders, and process payments. Act as an ambassador for Rowcroft.
6. Support the Cook/Manager to ensure adequate stock levels of supplies and consumables for the café, managing orders and stock rotation, ensuring food wastage is monitored and kept to a minimum.
7. Maintain a safe working environment for yourself, your team and all customers and volunteers, ensure that all Health and Safety and food hygiene requirements are adhered to by you and your team at all times, and maintain the highest standards of cleanliness and housekeeping including table clearing, dishwashing, sweeping and mopping floors.
8. Deputise for the Cook/Manager on their day off and as and when required.
9. Help to achieve weekly sales targets, KPIs, etc, by working cohesively and collaboratively with the Cook/Manager and wider team. Provide cover for the Cook/Manager on their days off and during annual leave.



10. Work with the Cook/Manager to assist in building an inclusive, successful and diverse team of volunteers. Work effectively with our volunteer team, making them feel valued and welcomed.
11. Check all transactions carefully for cash, credit card and credit notes, take ownership of and investigate any Epos discrepancies.
12. Adopt a level of care and security of stock, buildings, equipment and consumables in the best interests of Rowcroft Hospice at all times.
13. Be willing and flexible to respond positively to changing business needs and get involved with whatever needs to be done to deliver a great service.
14. Share your knowledge and best practice with team members, including volunteers, to maximise overall contribution to our Retail business.
15. 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. Help to create an environment that is continually critically questioning practice and promoting learning.
16. Play an active part in team meetings and ensure your mandatory and other relevant training is kept up-to-date.

This list can never be exhaustive 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 employees in both clinical and non-clinical roles 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 the following:

1. To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings.
2. To take part in mandatory infection control training provided.
3. To responsibly manage your own infections (other than common colds and illness) 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 (Chelston/Preston)**

Attributes	Essential	Desirable/ Development areas
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good general level of education</li> <li>• Food Hygiene certificate (training will be given if required)</li> </ul>	<ul style="list-style-type: none"> <li>• Personal licence</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrable knowledge of food preparation and presentation</li> <li>• Exemplary customer service skills</li> <li>• Good organisational skills</li> <li>• Skilled at building productive and effective working relationships</li> <li>• Good IT skills relevant to a retail environment</li> <li>• Confident communicator who understands how to connect with colleagues, volunteers and customers to create the best customer experience</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of current and up and coming food trends</li> <li>• Commercial awareness</li> <li>• Good initiative and leadership skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a café/catering environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in menu planning, development and execution to maximise income</li> <li>• Proven experience of working to and meeting sales targets and other KPIs</li> <li>• Experience of collaborating with volunteers</li> </ul>
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>• Organised and efficient</li> <li>• Ability to work collaboratively, adapt quickly, and react positively to changing business needs</li> <li>• Able to work in a physically demanding role, standing for lengthy periods</li> <li>• Excellent eye for detail and a passion for food and hospitality in a commercial setting</li> <li>• A positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Proven ability to apply commercial acumen in everyday decision making</li> <li>• Willing and able to volunteer for at least one Rowcroft event each year</li> <li>• A good understanding of the purpose, values and strategy of Rowcroft Hospice</li> </ul>

