

Job Description

Job Title: Ella's Café Assistant/ Front of House

Reporting to: Ella's Café Lounge 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 core member of our Ella's Team, you will deliver this by providing support to create a destination eatery, maximising the income and profitability of Ella's Café Lounge.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Responsibilities:

1. Support the Manager and Catering Assistant/Cook in the day-to-day operations at Ella's Café Lounge, to create a warm and vibrant atmosphere and deliver high standards of food and service including supporting the preparation of the area before, during and at the end of service.
2. Provide excellent customer service to all customers, in a warm, professional and friendly manner, take and serve food and drink orders, and process payments, exceeding expectations and acting as an ambassador for the hospice.
3. Share your knowledge and best practice with team members, including volunteers, to maximise overall contribution to our Retail business.
4. Support the Manager and Catering Assistant/Cook to ensure adequate stock levels of supplies and consumables for the café, ensuring food wastage is monitored and kept to a minimum.
5. 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.
6. Assist in the preparation of food and beverages within established guidelines and operating procedures, taking direction where necessary from the Manager, but also contributing your own ideas.
7. Help to achieve weekly sales targets, KPIs, etc., by working cohesively and collaboratively with the Cook/Manager and wider team, help to provide effective cover and maintain Café performance during days off and annual leave.
8. Actively participate in positive two-way communication with colleagues across the Retail Team and wider organisation to develop an understanding of the business needs, and an awareness of the targets and objectives for each of the Ella's venues. Work with the



Manager and Catering Assistant/Cook to assist in building an inclusive, successful and diverse team of volunteers.

9. 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.
10. Ensure the safest possible environment for all employees and volunteers and monies by observing the relevant policies and procedures. Check all transactions carefully for cash, credit card and credit notes, take ownership of and investigate any Epos discrepancies.
11. Adopt a level of care and security of stock, buildings, equipment and consumables in the best interests of Rowcroft Hospice at all times.
12. 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.
13. 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 Hospice 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 responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- 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.



rowcroft
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Registered Charity No: 282723

PERSON SPECIFICATION
Ella's Café Assistant/ Front of House

Attributes	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Good general level of education 	<ul style="list-style-type: none"> • Food Hygiene Certificate
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to work as part of a team to drive performance • Skilled at building productive and effective working relationships • Good IT skills relevant to a retail environment 	<ul style="list-style-type: none"> • Commercial awareness/demonstrable knowledge of current and up and coming food trends. • Demonstrable knowledge of our customer base across our portfolio of shops
Experience	<ul style="list-style-type: none"> • Previous experience in a food retail environment 	<ul style="list-style-type: none"> • Experience of successfully collaborating with volunteers. • Proven experience of working to and meeting sales targets and other KPIs
Personal Requirements	<ul style="list-style-type: none"> • Ability to work as part of a team and build productive working relationships • Confident communicator who understands how to connect with colleagues, volunteers and customers to deliver solutions and create the best customer experience • Organised and efficient • Ability to work collaboratively, adapt quickly, and react positively to changing business needs • Able to work in a physically demanding role • Excellent eye for detail • Enthusiasm for food and hospitality • 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 	<ul style="list-style-type: none"> • Proven ability to apply commercial acumen in every day decision making • Willing and able to volunteer for at least one Rowcroft event each year

