

# Job summary

**Role title:** Cafe and Catering Assistant

**Department:** Community Partnerships

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## General description of role

The Cafe and Catering Assistant will be working in the Community Centres busy café in this varied role. Providing excellent customer service is central to the role, which involves serving customers, making drinks, working on the till, maintaining a high standard of hygiene and cleanliness in the café area, and Kitchen.

The role will include hours between 9-3pm Mon-Friday. There may be weekend and evening shifts in the future. These would be agreed prior to confirming.

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## Key responsibilities of role

- Provide excellent service to café customers – taking orders, answering questions, handling cash and card transactions, serving food and drinks and cleaning tables in a friendly, polite and efficient manner.
- Maintain a calm, always organised and professional approach, including during busy times.
- Assist Cook in preparation of sandwiches and hot and cold snacks.
- Liaise with kitchen staff, management and customers to ensure smooth running of the catering function.
- Possess a detailed knowledge of all bar and menu items be able to make recommendations to customers and to seek out opportunities to upsell where appropriate.
- Deal with any customers concerns in a polite thorough and professional manner.
- Be proactive in setting up and maintaining appropriate stock levels in the bar.
- Maintain high levels of cleanliness and order in all areas of the bar and café including counters, sinks, utensils, and storage areas.
- We are a small, friendly team at the Community Centres and other duties to assist other teams may sometimes be required.
- To work cooperatively with other colleagues sharing common aims in keeping with the values, policies and procedures within Reigate and Banstead Borough Council.

## General

This job description reflects the core activities of the role. The post holder may occasionally be required to perform duties other than those given in the job description and responsibilities attached to the post may vary from time to time.

All staff are expected to support equality of opportunity and equality of treatment of colleagues, whether employed or volunteering with the organisation.

All staff are expected to help maintain a safe working environment, observing and undertaking relevant training in health and safety requirements.

All staff are expected to maintain the utmost respect for confidentiality.

# Person specification

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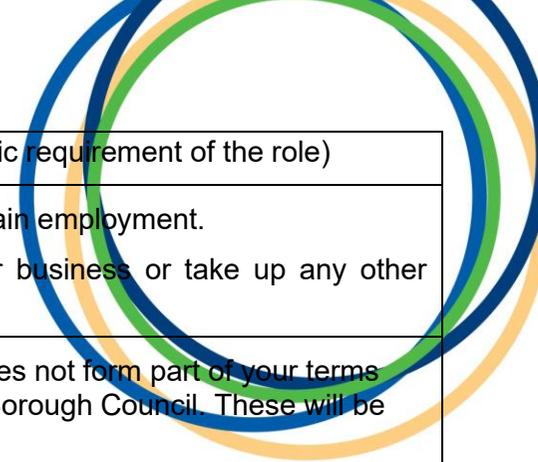
Selection and Interview Criteria	Criteria importance E = Essential P = Preferred
<b>Qualifications</b>	
Educated to GCSE level or equivalent	E
Food hygiene qualification to level 2 or the willingness to undertake this	E
<b>Experience and achievements</b>	
Previous experience working in a bar or café environment	P
Experience of working with the public in a customer service role	E
Experience with handling cash and card transactions and/or working with tills.	P
<b>Role required competencies and behaviours</b>	
An Interest in and aptitude for providing excellent customer service	E
Hard-working and proactive in identifying and undertaking tasks in quiet periods such as cleaning and restocking	E
A polite, friendly and professional manner with members of the public	E
Ability to work with and build positive relationships with wide range of people	E
Ability to work with numbers for cashing up procedures	E
A supportive style and willingness to help and advise when working with casual members of the team	E
<b>Corporately required personal qualities and behaviours</b>	
Innovative	E
Supportive	E

Flexible	E
Positive	E

# Summary of employment package

<b>Place of work</b>	The role will be primarily based at <b>Woodhatch Community Centre</b> . We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
<b>Salary</b>	Graded <b>Operative 2</b> , the salary will be in the region of <b>£25,581 - £26,685 per annum (Pro-rata 10 hours £7,105 - £7,412)</b> per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
<b>Duration of contract</b>	The contract will be offered on a permanent basis.
<b>Probationary period</b>	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
<b>Hours of work</b>	Hours of work are nominally <b>10 per week</b> .
<b>Employment Benefits</b>	
<b>Flexible working</b>	<p>Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs.</p> <p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.</p>
<b>Annual leave</b>	<p>The basic leave entitlement is 72 hours per annum, rising to 82 hours per annum after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

<b>Pension</b>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<b>Training and development</b>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<b>Professional subscriptions</b>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.</p>
<b>Car parking / Travel loan scheme / Cycle Purchase Scheme</b>	<p>We offer access to parking on site for roles based at the Community Centres.</p> <p>We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).</p>
<b>Employee discounts</b>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>
<b>Other Conditions</b>	
<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"> <li>• at least two satisfactory references</li> <li>• eligibility to work within the UK, and proof of your identity</li> <li>• evidence of relevant qualifications</li> </ul>



	<ul style="list-style-type: none"><li>• basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)</li></ul>
<b>Paid work with another employer</b>	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
<b>Disclaimer</b>	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate &amp; Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p> <p>Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.</p>

# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

## Great People

