Café Assistant

Candidate information pack
June 2023
An overview of St John’s College, Cambridge

An inspiring place in which to work

St. John’s College is one of the largest of the University of Cambridge’s 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John’s has about 900 students, 160 Fellows (that is, academics who teach and research), and about 250 staff. The College is a highly international community with some 20% of its undergraduates, over 50% of its postgraduate students, and many of its faculty coming from overseas.

The buildings and grounds of St John’s are a magnificent environment in which to work, but it is the people of St John’s who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John’s on the College’s website: www.joh.cam.ac.uk.
The Café

Background

The refurbishment of the Buttery and Bar and the opening of the **new Café** is part of a masterplan developed between 2015 and 2016 by St John’s College.

The new space provides a central, comfortable, social space where members can meet, eat, drink, chat and work.

**We are looking for an enthusiastic Café Assistant to join the new Café team, in the centrepiece of this community-based initiative on a full-time basis.**

The Café is a new outlet within the College and will serve breakfast, morning coffee, lunch, afternoon tea and takeaway throughout the day and will be ideal for those looking for a relaxing place to meet or work.

This is a fabulous opportunity to be a part of this new concept as a vibrant and exciting venue that will be renowned for great coffee and fresh, quality foods. The ideal candidates will be friendly, motivated and committed individuals, with a passion for coffee, food and hospitality.
The primary aim of the Catering and Hospitality department is to provide for all our customers a high standard of food and customer service that in turn exceeds their expectations.

The Catering department is comprised of the following:

**Fellows Team**
Delivers all the events organised for or by the Fellows and/or the Master of the College.

**Functions Team**
Delivers events such as formal hall, conferences and private dining held within College.

**Buttery Dining Room Team**
Responsible for feeding students, staff members, Fellows and members of the public that visit the buttery at lunch or dinner time.

**Bar Team**
Serves excellent drinks and snacks in the bar, while ensuring full licensing law compliance and duty of care.

**Café Team (new)**
Responsible for the café during its opening hours, preparing and serving delicious barista coffees, and amazing food and other drinks.

**Kitchen Brigade**
At the centre of all the departments, preparing the delicious food served in all areas of the College.
Job description

Job Purpose
To assist the Head Barista with the smooth operation of food and drinks preparation, serving excellent barista coffee and providing general high quality customer service and cleaning within the Café. To assist in other outlets as required.

Principal responsibilities

1) Be a key asset to the Café team to provide the highest levels of standards
   • Assist customers and colleagues during the working shift, primarily in the café but in the other outlets as well if required. Prepare barista coffees according to standards set by the Head Barista. Serve food and drinks to customers, and welcome them in a polite and friendly manner.
   • Ensure the assigned work area is ready for service to provide a clean and safe environment for the customers.
   • Understand portion control and ensure the correct portion is served to maintain and control food costs.
   • Stock up of food counters and drinks fridges to ensure that the full range is available at all times for the customers. Rotating stock as necessary
   • Ensure cleanliness and tidiness of all front and back of house areas during shift in the Café (or other areas).
   • Use the EPOS tills effectively, as instructed, for all sales and correctly charge all items purchased to ensure stock is correct when stock takes are carried out.
2) **Ensure Food Safety and Health & Safety compliance**

- Comply with College security, fire regulations and all health and safety legislation.
- Comply with Food Safety regulations and best practices for the service of food and beverages including personal hygiene and temperature monitoring, ensuring all equipment is well-upkept and ensuring completion of cleaning schedules and routines.
- Report any illness to the manager or supervisor on duty.
- Comply with COSHH regulations to ensure that all chemicals are being used in a safe and correct manner.

3) **Assist other outlets as and when required**

- Be a team player and assist where required, particularly during times where other outlets are busy and café is not.
- Attend any relevant training, as requested by line manager (such as licensing law). Ensure a duty of care is applied if and when serving alcohol (including but not limited to checking customer's ID in case of doubt on their age, refusing service to intoxicated customers, reporting any inappropriate behaviour to the relevant people, ensuring alcohol is served in the correct measures).
## Person specification

<table>
<thead>
<tr>
<th>Qualifications, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• A good general level of education</td>
<td>• Health &amp; Safety Level 2</td>
</tr>
<tr>
<td></td>
<td>• An understanding of food service and allergens</td>
<td>Food Safety Level 2</td>
</tr>
<tr>
<td></td>
<td>• Food Hygiene Certificate (if this is not held, full training will be</td>
<td></td>
</tr>
<tr>
<td></td>
<td>given)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Basic understanding of COSHH Regulations</td>
<td></td>
</tr>
<tr>
<td>Skills, Abilities and Competencies:</td>
<td>• High standard of personal appearance and presentation</td>
<td>• Experienced in Latte Art</td>
</tr>
<tr>
<td></td>
<td>• Attention to detail</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Positive attitude towards work, colleagues and customers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Good communication skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flexibility to work across outlets (Bar, Café, BDR)</td>
<td></td>
</tr>
</tbody>
</table>
Terms and conditions

Length of post: Permanent
Hours of work: 39.25 hours per week position
Salary: £11.67 - £11.99 per hour, plus benefits
Location: The role is based St John’s College in Cambridge.

Contractual benefits include:

• Membership of a Defined Contribution Pension Scheme after a qualifying period
• Additional Christmas salary payment
• Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

• Free lunch in the College’s Buttery Dining Room (subject to a monetary limit)
• Access to a ‘cash plan’ healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
• Free car parking close to the College (subject to availability)
• Free use of an on-site Gym
• Free life cover

Read more about the benefits of working at St John’s at https://www.joh.cam.ac.uk/vacancies. The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.
Recruitment process

The deadline to apply is 9am on 3 July 2023.

For an informal discussion about the post please contact Camille Paris (Project Launch Manager) by email camille.paris@joh.cam.ac.uk

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk

or by post to: HR Department, St John’s College, Cambridge, CB2 1TP

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.