



ST JOHN'S COLLEGE
UNIVERSITY OF CAMBRIDGE

Head Barista

Candidate information pack
November 2022

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, resident academics who teach and research), and over 250 staff.

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.



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 spaces will provide a central, comfortable, social space where members can meet, eat, drink, chat and work.

We are looking to recruit an enthusiastic Head Barista to join and lead the new Café team, in the centrepiece of this community-based initiative.

The Café is a brand new outlet within the College and will serve breakfast, morning coffee, lunch, afternoon cakes 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 establish this new concept as a vibrant and exciting venue that will be renowned for great coffee and fresh, quality foods. The ideal candidate will be a hands-on, passionate leader, with a commitment to great barista coffee, food and hospitality.



The Catering Department

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:

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

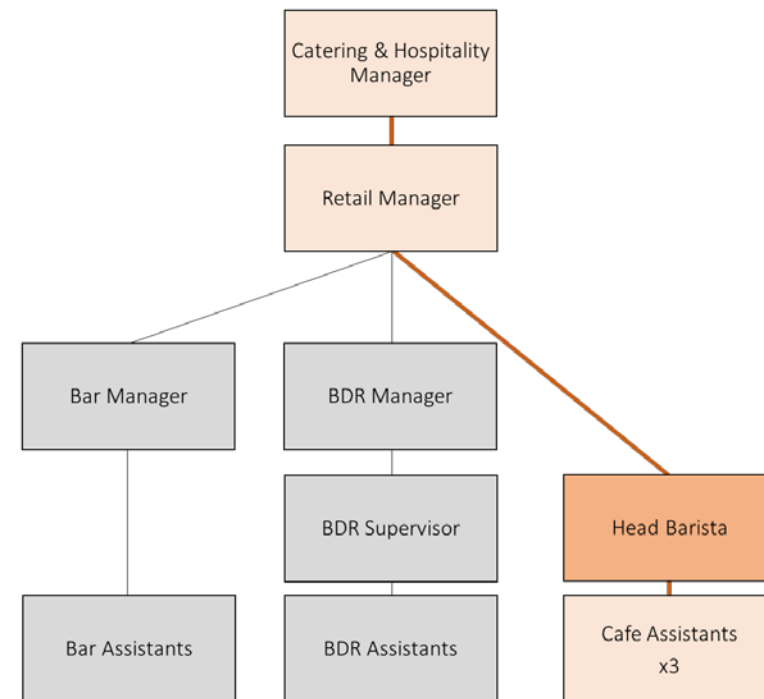
The **Functions Team** delivers events such as formal hall, conferences and private dining held within College.

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

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

The **Café Team will be a new team**. They will be responsible for the café during its opening hours, preparing and serving delicious barista coffees, and amazing food and other drinks.

The **Kitchen Brigade** is at the centre of all the departments, preparing the delicious food served in all areas of the College.



Job description

Job Purpose

To deliver a Café offering a service which rivals any in Cambridge. To ensure a smooth operation, excellent quality of service, high customer satisfaction, a great coffee product and food offering, excellent staff training and supervision and consistent health and food safety.

Principal responsibilities

1) Be a key player in the successful launch of the Café

Work alongside the Line Manager and BDR and Bar managers to successfully open the new Café facilities: assisting with all aspects of mobilisation and opening (expected in January 2023).

2) Lead the Café team to provide the highest levels of standards

Supervise and oversee all operations during the working shift, primarily in the café but in the other outlets (Buttery and Bar) as required.

Be part of the Duty Management team within the Buttery, Bar and Café.

Set and maintain excellent standards for coffee, train staff and monitor standards across all outlets. Assist in the creation of Standard Operating Procedures and ensure they are implemented.

Deliver a consistent timetabled menu of beverage and food that meets the needs of the customer base.

3) Participate in training team members, and share your passion for hospitality and for excellent coffee across the department

Train colleagues to maintain and improve service levels within the department and provide “on-the-job” feedback to staff members.

Be responsible for the standards of hot drinks served within the Café and train staff members to produce consistently high quality products within the café.

4) Ensure Food Safety and Health & Safety compliance

Ensure that all staff are fully aware and trained on Health & Safety, Food Safety and COSHH Regulations: attend regular HACCP meetings and to communicate the relevant information obtained back to the staff members. Comply with COSHH regulations to ensure that all chemicals are being used in a correct and safe manner. Comply with all food regulations to ensure the food safety standards within the Department are fully implemented.

Ensure timely completion of checklists, including but not limited to, temperature logs, fridge temperatures and cleaning checklists.

5) Take full ownership of Café operations

Display excellent retail skills: successfully launch and deliver promotions, offer and new brands lines within the café. Track and monitor customers responses, whilst being mindful of the aims and operations of the department.

Supervise the team to control and monitor stock levels, rotate stock, alongside the Bar and BDR managers. Where relevant, check in deliveries and report any discrepancies.

Ensure all open items are labelled and dated and all stock is in date.

Be pro-active and assist with the implementation of new projects within the Café, BDR and Bar.

6) 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

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> • A general level of education • Food Safety Level 2 • Demonstrable barista experience and/or barista training 	<ul style="list-style-type: none"> • Previous experience as Head Barista, Supervisor or Team Leader in a hospitality environment • Food Safety Level 3 • Health & Safety Level 2
Skills, Abilities and Competencies:	<ul style="list-style-type: none"> • Ability to lead and manage a small team • Ability to communicate effectively to colleagues and customers • Strong customer service skills • Attention to details • Good communication, presentation and interpersonal abilities • A team player, able to work with other Departments across the College • Experience or qualification in task-training 	<ul style="list-style-type: none"> • Experienced in Latte Art

Terms and conditions

Length of post: Permanent

Hours of work: 39.25 hours per week

Salary: The salary for the post will be between £25,850.10 – £28,041.91 p.a. (depending on experience and an enhancement for hours working in excess of 37.5 hours per week). The salary range per hour will be between £12.67 – £13.74 (and the enhancement).

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 meal in the College's Buttery Dining Room (subject to a monetary limit) whilst on duty
- 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 **9.00am on Monday 21 November 2022**. Interviews are expected to take place week commencing 21 November 2022.

We reserve the right to close this vacancy early if we find a suitable candidate.

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.



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