



## **Application Pack**

### Café/Bar Assistant



# The Role

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We are looking for an experienced, friendly and enthusiastic Café Assistant to join the team to help with the smooth day to day running of our café, maintaining consistently high standards of presentation and customer service, being the first point of contact for our visitors, taking and serving orders, preparing drinks and food as required and ensuring the café is clean and tidy.

Our café operates a varied schedule between 7am and 6pm Monday-Friday and during concerts/events, in the evenings and weekends. You will be required to work to an operational rota which will include some evenings and weekends.



# About Us

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**World Heart Beat is a registered music charity. Its programmes enrich the lives of children and young people, and its communities. We place social justice at our heart, providing equality of access through the removal of financial barriers to all, and giving a voice to those who are underrepresented.**






# Key Responsibilities

- Assist with the preparation of and the serving of a variety of coffees, all food and other beverages to customers, always ensuring great customer service
- Maximize food and beverage sales through upselling at all possible opportunities
- Implement licensing laws, with a knowledge of the café premises license. This will include approving and denying alcohol sales where appropriate
- Operate a touch screen till (ePOS) and be responsible for taking customer orders, receiving payment for goods with cash and card machine
- Assist with the set up and clear down of counters, maintaining the expected level of cleanliness
- Operate and maintain the coffee machine and all other cafe equipment
- Ensure counter areas are constantly replenished and well-presented throughout service
- Assist in the effective control and purchasing of stock
- Complete daily administration as requested including food temperatures, wastage, and cleaning schedules
- Regularly update sale and purchase records of all Café transactions
- Ensure that the service and storage areas are clean and tidy at all times, assisting with waste removal and washing up
- Comply with all Health & Safety, Food Safety, Allergen & Environmental legislation
- Deal with issues that arise in a professional manner while on duty, ensuring the highest level of customer service and food standards are achieved
- Be willing to help others and with the Café Supervisor and FOH Manager, assist and train colleagues as needed
- Work well as a part of the team and be responsible when working alone

# Person Specification

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- Proven work experience in a similar environment, with a passion for food and hospitality
  - Barista experience is an essential requirement
  - Self-motivated and comfortable working alone on occasion.
  - Energetic and enthusiastic, with excellent customer service and sales skills
  - High standards of personal presentation
  - Team player
  - Flexible with a positive attitude and an ability to work calmly under pressure
  - Enthusiastic for sharing information about the work of World Heart Beat. Previous catering/barista experience would be preferred but is not essential
  - You must have the right to live and work in the United Kingdom
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# Further Role Details

**Role:** Café Assistant/Barista

**Reporting to:** Front of House Manager

**Company:** World Heart Beat Music Academy/CIC

**Contract:** Casual

**Salary:** £12.60 - £13.05 depending on experience.

**Hours:** Work is offered on an ad hoc casual basis with hours varying from week to week and will include some evenings and weekends where event/bar work is concerned.

**Location:** World Heart Beat, Embassy Gardens, Nine Elms, Vauxhall, SW11 7BD

## TERMS & CONDITIONS

World Heart Beat is committed to creating a positive and inclusive environment where everyone feels respected and free to work without fear of discrimination. We are an equal opportunity employer and value diversity in our practice. We encourage applications from all backgrounds and do not discriminate based on race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We welcome applications from people requiring flexible working arrangements and from anyone with any professional or educational background

## HEALTH AND SAFETY

All employees will be required to have a DBS check and are required to understand and comply with World Heart Beat Music Academy's Health and Safety Management Policy, including taking reasonable care for their own health and safety and that of others who may be affected by their acts or omissions whilst at work. The post-holder's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and always ensure compliance with World Heart Beat Music Academy's Child Protection Policy Statement.

# Application Process

Please provide a copy of your current CV together with a covering letter explaining why you are interested in the position and how your skills and experience aligns with the person specification.

Please include the names of two referees, one of which must be your most recent employer. References won't be taken up without your consent.

Your letter, CV and EO monitoring form should be emailed to Front of House Manager, at: **[recruitment@worldheartbeat.org](mailto:recruitment@worldheartbeat.org)**

**Application Deadline:** There is no deadline so please apply as soon as you can. We will also get in touch to let you know if we would like to invite you for an interview. You would start work immediately.

**Interviews:** Interviews will be undertaken when suitable applications are received. Should the right candidate be found, the application process may close early. We'd therefore recommend applying in good time.

