Job Description

Job title: Barista
Department: Catering and Conference
Reporting to: Roost Café Manager
Responsible For: Casual staff
Location: Jesus College, Cambridge
Hours: 37.5 Hours per Week – 5 out of 7 days
Holidays: 25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.
Salary range: £25,427 – Jesus College Salary Scale Point 14

This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Job summary
To deliver the smooth running of our College Cafe, as a front-of-house employee, the Barista represents the brand and the culture of the establishment and provides all customers with a professional and friendly service.

GENERAL OBJECTIVES
- Developing and maintaining expert knowledge of coffee, grinding, brewing and educating clients and colleagues about beverage on the menu.
- Consistently providing well-crafted, beautifully presented and tasty beverages.
- To build a great atmosphere within your working environment, be friendly, helpful and ensure all users of our services feel welcome.
- Taking clients orders and receiving payments.
- Speaking and interacting with both new and regular customers.
- To be responsible for all the cleaning duties to be carried out in your area, constantly maintaining a clean and sanitized working environment.
- To always maintain hygiene and food safety standards and to follow all food safety and health and safety policies in place. Maintaining all records as determined by the College policies and industry best practices.
- To assist with stock management and security of all catering items (food and non-food).
- To proactively manage any staffing challenges, equipment breakdown, and customers’ request.
- The ability to work flexible hours and shifts which may include early mornings, late afternoon, some weekends, and bank holidays.
- To lead by example and support the management’s team with training of others who maybe working in the same area.
Key Areas and Standards of Performance:

1. Punctuality & Attendance:
   1.1 To be ready to commence duties at the appointed time
   1.2 To remain on duty, productively working, until the appointed finishing time
   1.3 To attend work as scheduled
   1.4 To notify your supervisor/manager of any absences (e.g., holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook

2. Attitude to Work & Carrying Out Instructions:
   Willingness and enthusiasm with which work is carried out;
   2.1 To be reliable in the carrying out of instructions and tasks and to operate on a “right first time every time” basis
   2.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly
   2.3 To listen carefully to instructions and to carry them out as directed
   2.4 To check if you have not clearly understood what is required of you

3. Product Knowledge and Service Improvement:
   The knowledge and experience required to carry out this job to the expected standard;
   3.1 To undertake training as required in order to develop and improve your knowledge and expertise
   3.2 To be able to help and direct others accurately/correctly
   3.3 To develop general knowledge of the College location and layout, other departments’ services and products and this department’s services and products
   3.4 To identify areas of service improvement, recommending these to the wider team and partaking in the delivery of new ways of working

4. Customer Relations & Sales Opportunities
   Putting the customer’s (conference guests, students, Fellows, and staff as well as internal customers), needs first and taking opportunities to promote our products;
   4.1 To always operate with a warm and friendly welcome
   4.2 Understand and deliver the needs of the customer efficiently, within the required time scale and to the set standard
   4.3 Demonstrably “go the extra mile” for customers

5. Attitude & Behaviour:
   Positive interaction with other members of the team, supervisors and managers, general demeanor whilst at work;
   5.1 To empathise with the individuals within the team to form positive relationships
   5.2 Positively participate to help create a good team atmosphere
   5.3 To be constructive in communication with others, be cooperative and helpful and be supportive as needed
   5.4 Honest and trustworthy. Pleasant in nature
5.5 Keep your line manager advised of matters which may affect the smooth running of the department.
5.6 To lead by example

6. **Cooperation with Other Departments:**
Carrying out tasks with a spirit of cooperation and interest in the needs of other departments and their staff

6.1 Demonstrate an understanding of other departments’ requirements and be supportive and helpful to them.

7. **Stock Security:**
Being accountable for the secure retention of College and others’ stock and possessions;

7.1 Ensure that doors are locked as required and that keys are held securely.
7.2 Safeguard stock and ensure that wastage is minimised.
7.3 Safeguard and/or return other people’s property and/or pass to lost property for retrieval by the owner.

8. **Food Hygiene & Food Safety:**
Carrying out duties in a safe way so that no-one is put at risk from food hazards;

8.1 Attend training as required.
8.2 Maintain your own personal hygiene to the required standard and report any incidence of illness as defined within the HACCP policy.
8.3 Follow policy on the preparation, storage, etc. of food as defined in the HACCP policy.
8.4 Adhere to all PPE requirements as in the PPE Policy.
8.5 Ensure all temperature records are accurate and kept up to date.

9. **Health & Safety & Other Legal Aspects:**
Carrying out duties so that self and others are not put at risk from general hazards;

9.1 Operate in a manner to ensure that you do not put yourself or others at risk.
9.2 Report any hazards that you observe.
9.3 Always adhere to the health & safety policy and procedures.
9.4 Adhere to all licensing regulations.
9.5 To demonstrate good sustainability awareness and act accordingly.

**The successful candidate should be able to:**
- Lead by example, be able to work with minimum supervision and be approachable.
- Be able to follow service standards and have an excellent attention to details.
- Embrace the use of computer-based software.
- Be willing to develop him/herself and keep up with industry trends and have an ambition to grow.
- Have a problem-solving attitude and good communication skills.
- Have the flexibility to work shifts including evenings, weekends, and public holidays subject to rota and a willingness to extend or change hours and days of work from time to time upon request and subject to operational requirements.
- Have a passion to deliver exceptional customer service in a results-based environment.
Benefits

- Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary
- Membership of a healthcare cash plan
- Free daily staff lunch when in College
- Access to a range of family friendly policies and welfare support services, including maternity coaching
- Possible non-contractual bonus payment
- Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events
- Cycle to work scheme
- Use of the College Gym, Tennis courts and Library

Probation period

- The appointment will be subject to an initial probationary period of three 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 would be one months’ notice on either side.

Equal Opportunities and Data Protection

- The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity. The College encourages applications from all sections of society.
- The College has a responsibility to ensure that all employees are eligible to live and work in the UK.
- In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.

How to apply

- Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies
- Completed forms must arrive by the closing date. Please send completed forms to the HR Department at jobs@jesus.cam.ac.uk.