

**Sussex Archaeological Society
Job Description**

Job Title	Café Assistant
Location	Fishbourne Roman Palace
Contract Type	Casual
Reports to	Café Manager/Weekend Café Supervisor
Reporting to Post Holder	N/A
Main Purpose of the Job	<p>To provide an outstanding service in the Palace Café, ensuring that high standards of hygiene and customer service are met.</p> <p>To deliver an exceptional visitor experience and, in doing so, contribute to the Audience Development/Property Business plans for the site.</p> <p>Using their excellent customer service skills and knowledge of the catering sector, they will ensure that café customers have a great experience.</p> <p>They may also provide support during events and work additional hours for this, which will be paid as extra with prior approval.</p> <p>They may be asked to support the admissions desk or admin office at busy times.</p> <p>Working with the Café team to help the department deliver outstanding customer service with high quality food and drink, to meet our customers' expectations and SAS targets.</p>

ACCOUNTABILITIES

1. To assist the Café Manager in the delivery of a profitable catering operation that meets the needs of customers and helps deliver the site targets.
2. To assist with the day to day running of the café providing a customer focused high quality catering service to all customers.
3. To provide a welcoming, professional and efficient service to all customers.
4. To clear tables, wash up and undertake other cleaning tasks as directed by the Café Manager/Café Supervisor.

5. To follow set procedures when taking payment cash and card from customers.
6. To follow set procedures in relation to stock control and checking off deliveries.
7. To assist the Café Manager in ensuring that café and kitchen areas are kept clean, safe and hygienic at all times
8. To comply with Society health and safety procedures.
9. To be able to provide information on Fishbourne Roman Palace and Sussex Archaeological Society to visitors.
10. To assist and support events, particularly hospitality events and functions, including set-up and take-down; this may mean working outside of normal hours.
11. Along with the rest of the Fishbourne staff team, be willing to assist with general safety and security on site.
12. Undertake training as necessary and attend staff meetings as requested.
13. Provide support for the admissions desk and the admin office during busy times. This could include working additional shifts in these locations.
14. Willingness to work at other SAS sites if required.
15. An understanding of equalities and how to carry out the role ensuring that the Society's equalities obligations are met.
16. In addition, the post holder has a responsibility to undertake any duties that might be reasonably expected by the Café Manager or Property Manager.

Please note that the role involves exposure to heat in the kitchen, some manual lifting and handling of furniture and food stock and standing for long periods.

There is a requirement for regular weekend and public holiday working.

This job description sets out the key accountabilities of the post at the time when it was drawn up and is not an exhaustive list. The Society reserves the right to request staff to undertake work of a similar nature which might not be listed on the job description.

Cafe Assistant, Fishbourne Roman Palace

Criteria	Competency	Essential	Desirable
Key abilities and skills	Skills in basic food preparation.		√
	Numeracy & cash handling skills with the ability to operate the till with accuracy (training provided).	√	
	Good communication skills and a friendly manner	√	
	Excellent customer service skills	√	
	Positive and flexible approach to work.	√	
	Ability to stay calm and focused in a busy working environment	√	
Education & Qualifications	Food Hygiene or Food Safety Certificate Level 2 (training provided)		√
	Manual handling certificate (training provided)		√
	First Aid at Work		√
Knowledge & Experience	Previous catering and/or customer service experience		√
	Experience in handling cash		√
	Understanding of health and safety policies and procedures (training provided)	√	
	Awareness of equality and diversity	√	
Personal attributes and behaviours	Reliable and able to work unsupervised	√	
	Professional manner and appearance	√	
	Self-motivated and proactive attitude	√	
	Impeccable ambassador for the site and the Society	√	
	Team player	√	

	Flexible attitude to duties	√	
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