Coffee Bar Assistant

Job description and person specification

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Coffee Bar Assistant</th>
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<tr>
<td>Department:</td>
<td>CATS College</td>
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<tr>
<td>Reports to:</td>
<td>Head Chef</td>
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<tr>
<td>Location:</td>
<td>CATS College Cambridge</td>
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<tr>
<td>Hours:</td>
<td>Full Time</td>
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The Company

Cambridge Education Group (CEG) is one of the leading providers of pre-university academic courses and English language courses in the UK. We provide pre-university programmes including ‘A’ Level, IB and University Foundation, as well as English Language Study, to the growing market of international students seeking to enter UK universities.

The Group operates under a different operating brands, CATS Colleges – 6th form colleges in Cambridge, Canterbury and London; CSVPA; FoundationCampus – teaching foundation courses to university degrees on campuses in the UK, USA and Europe; and Stafford House – the English Language teaching brand & Stafford House Study Holidays.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, parents and their clients, by the universities it works with and by its competitors. The objective is simple, to embed exceptionally high standards of service delivery into every single customer interaction that takes place with CEG and to ensure that the defined CARE principles are a constant focus for all; that they are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Job overview

Main duties for the Coffee Bar Assistant will include:
- Day to day cleaning of canteen and kitchen to a high standard
- Assisting the Coffee Bar Manager on food preparation
- Front of house service
- Assist with deliveries to ensure they are put away correctly
- Making of sandwiches and baguettes for the coffee bar

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key responsibilities and capabilities

Main Duties
- Day to day running of the coffee bar
- 5 star rating is maintained with the food standards agency
- Ordering of stock
- Responsible for the cleaning of the coffee bar and area
- Delivery's all stored correctly
Coffee Bar Assistant

- Day to day correspondence with the client and catering manager
- Daily cashing up and handing to Bursary

Cross College Duties
- To be mindful of the need to ensure all College students and staff receive a high level of food production and balanced diet accordance to the government legislation (Food Policy in Schools)
- To promote the good name of the College through conduct towards students, parents, agents and other parties, and attendance at College events (consistent with the Staff and Personal Tutor Handbooks)
- To adhere at all times to College standards (consistent with the Staff Handbook)
- To provide general support and cover across the organisation as required
- To be mindful at all times of health and safety requirements (consistent with the Staff Handbook).

Daily
Duties will include:
- Maintain the high level of hygiene standards throughout the catering establishment.
- Fridge & freezer temperatures to be recorded.
- Food temperatures to be recorded from kitchen as well as on the hot plate.
- Open & closing checks to be done daily and signed off by chefs.
- All staff to be wearing correct uniforms at all times.
- All uniforms are clean on and ironed.
- All staff required to use correct tools at all times.
- All food to be produced to a high standard and to the correct temperature.
- All food to be garnished on hot plate.
- All chemicals to be stored away in locked cabinet except daily spray bottles.
- Minimum of ten items to be on the salad bar including one of each of the following meat, fish, cheese or egg item.
- All accidents to be logged as they happen in the SFBB manual.
- Report all issue in the day to day running of the kitchen to the Head chef.
- Report any Maintenance issues to the Catering Manager.
- All staff that have been off sick must report to the catering manager on the day of return and fill in a back to work form accordance to the staff hand book.
- Store rooms to be kept clean and tidy with no food products/containers on the floor.
- Fridges/Freezers are to be kept clean and tidy with all items labeled and day dotted.
- Support all staff were necessary and if any further support is needed then liaise with the catering manager.
- Document all issues that may occur with staff and report to the catering manager.
- Other related duties as directed by the management from time to time.
- All shifts to be covered and cover where necessary.

Weekly
Duties will include:
- Check all equipment is safe with no defects.
- Check all fridges and freezers are running correctly.
- Check hot plate is running correctly
- Report to Head chef any defects.
- Other related duties as directed by the management from time to time.

Monthly
Duties will include:
- All new staff to be inducted with basic chemical training.
- All new staff to be inducted in basic food hygiene.
Coffee Bar Assistant

- Ensure all staff details are filled in on the SFBB manual and all staff have watched the SFBB kitchen training videos 1-10 on Food Standards agency Website or YouTube and signed in the SFBB to say they have understand these.
- General cleaning duties of the canteen/kitchen.
- You may also be required to undertake additional duties during our Busy Summer School period. These additional duties will be notified to you prior to the commencement of the Summer School.
- The post holder will have the ultimate responsibility for all the above functions. He or she will need to possess a caring attitude and a good sense of customer service. An ability to work using one’s own initiative as well as being a good team player is a pre-requisite. Experience gained within a catering environment would be of use.

Person Specification

<table>
<thead>
<tr>
<th>Customer First – It’s ESSENTIAL all candidates meet the CEG Customer First CARE Principals:-</th>
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<tbody>
<tr>
<td><strong>Commit</strong></td>
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<tr>
<td>- Goes the extra mile</td>
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<tr>
<td>- Follows-up &amp; follows through</td>
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<td><strong>Act</strong></td>
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<td>- Takes ownership</td>
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<td>- Looks for a solution</td>
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<tr>
<td><strong>Respond</strong></td>
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<td>- Addresses issues positively</td>
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<td>- Communicates proactively</td>
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<tr>
<td><strong>Empathise</strong></td>
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<tr>
<td>- Is an active listener</td>
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<td>- Is respectful and values our customers</td>
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