

Job Title:	Barista
Organisation:	The Larder West Lothian
Reports to:	Director of Food Enterprise
Salary:	Living Wage
Contract:	26 hours per week

Summary and main purpose of role:

Our Barista's contribute to the Larder's success by providing excellent customer service to all our customers throughout our café locations and bakery. If you are a person who enjoys working with the public, providing an excellent level of customer service at all times and having fun, then we would love to hear from you!

As a member of The Larder team you will be a positive role model and engage with our trainees and customers in a friendly and professional manner. You will be reliable, enthusiastic and remain consistent with our company values. You will have great communication skills, a friendly and engaging personality and a committed team player.

This role is for 26 hours per week and may require you to work flexibly across our café and bakery locations in West Lothian.

Key responsibilities for the role include:

- Assist in the preparation of our café counters before, during and at the end of service
- Serving customers with a smile ensuring they walk away happy with an enjoyable experience
- Serving espresso coffee and teas, alongside other hot and cold beverages
- Support the Hospitality Lead in preparing food items for the day
- Monitoring the online ordering app ensuring orders are complete in a timely manner
- Keep up to date with special promotions and create displays
- Be knowledgeable about our products and services
- Operate the till and handle cash/card transactions
- Keep all areas clean and tidy including customer areas
- Follow food safety procedures and keep records up to date
- Undertake all cleaning rotas in the café, kitchen and related areas
- Respond promptly and professionally to any customer feedback, comments or complaints
- Have fun, learn, develop and meet some amazing people

Managing Self:

- Maintains a calm demeanour during periods of high volume or unusual events to ensure café and bakery is operating to standard and set a positive example for others
- Work with the Head of Food Enterprise to put in place a CPD plan. Take ownership of the CPD plan and ensure that it is implemented and regularly reviewed
- Work closely with colleagues to ensure full use of available skill sets

- Undertake other duties that may be required to ensure effective and efficient operation of the café/bakery.

Standard Responsibilities for all positions in The Larder:

- Participate in any staff review/performance management processes involving the identifying and meeting of training needs for self and others.
- Take appropriate responsibility to ensure the health and safety of self and others.
- Pursue the achievement and integration of equal opportunities throughout all activities.
- Undertake any other tasks and responsibilities appropriate to the level of this post.
- Comply with all Larder policies and procedures
- The Larder is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share and promote this commitment.

Benefits Include:

- Company pension contribution of 3% (currently under review)
- 29 days' annual leave (pro rata for part time staff)
- 2 staff wellbeing days each year
- Access to company health and wellbeing support
- Commitment to continued professional development

All Larder staff are required to apply for a PVG disclosure as you may be asked to be in sole charge of vulnerable children, young people or adults. A disclosure is an impartial and confidential document that details an individual's criminal record and where appropriate gives details of those who are banned from working with children.

Person Specification

	Essential	Desirable	Method of assessment
Qualifications/ Training:			
Barista Training		✓	Application Form and Interview
Food Hygiene Certificate		✓	Application Form and Interview
Experience			
Experience working in front of house positions	✓		Application Form and Interview
Experience of food preparation		✓	Application Form and Interview
Cash handling experience		✓	Application Form and Interview
Skills and Knowledge:			
Able to work within a team and on own initiative		✓	Application Form and Interview
Excellent communication, interpersonal and customer service skills	✓		Application Form and Interview
Attributes / Other Requirements:			
Demonstrates enthusiasm, confidence and pride in yourself and others' abilities and bring out the best in others	✓		Application Form and Interview
Have an excellent work ethic and pays attention to detail	✓		Application Form and Interview
Self-motivated and proactive with the ability to use initiative and take responsibility	✓		Application Form and Interview