

Café Team Member

Job Description

Organisation: The Warehouse Centre Ltd (known as The Megacentre)

Address: The Megacentre Rayleigh, 7 Brook Road, Rayleigh, Essex, SS6 7UT

Tel: 01268 779100

Job Title: Café Team Member

Responsible To: Catering Manager

Job Purpose: The Megacentre exists to bring joy, hope and life for the whole community. We offer support the young people, children and families, providing positive activity, holistic support and high quality community facilities.

You will be required to work as part of the catering team within the Megacentre, by preparing meals, drinks and snacks primarily within the Megacentre Café. Working closely with the team leader and catering manager, you will work as part of the team to ensure smooth running of the centre's catering operations and deliver the highest standards in all aspects of catering.

Main Responsibilities:

To ensure the efficient day-to-day running of the centre's catering operations. Must be prepared to work evenings, weekend and bank holiday shifts.

To work closely with the Team Leader and Duty Manager on shift. You will be responsible for delivering the highest standard in all aspects of catering.

To ensure all Health & Safety, HACCP & Food Safety and Food Hygiene Procedures are in place and adhered to.

Primary Working Relationships

Catering Team - You will be an active member of the catering team, working with other staff members, team leaders and the catering manager.

Wider Staff Team – You will work alongside the wider staff team of receptionists, party hosts, management and community workers to assist in the ongoing delivery of the work of the Megacentre.

Core Tasks:

- You will be required to prepare meals and snacks, hot and cold using our café equipment.
- Clear tables and keep tables, chairs and floor clean to a high standard as well as washing up and cleaning of all café equipment.

- Refill stock and assist with any ordering and checking deliveries
- To assist with checking and maintaining the Megaplay structure to a safe standard.
- To assist with ensuring children use the structure in a safe manner.
- To be able to handle cash and the tills accurately.
- Identify and report maintenance requirements for all equipment.
- Respond quickly and efficiently to any complaints from customers.
- Deliver excellent customer service and feed back to your line Manager.
- Fill vending machines as required
- Prepare food for parties hot or cold (includes using the vats/fryers and grills) on occasion as the need arises.
- To attend regular staff meetings.
- To attend training as required, and complete all assignments set
- To supervise in any area of the facility as required.
- Ensure that you as a caterer are in compliance with Health & Safety, HACCP, Food Safety & Food Hygiene regulations and the QMS procedures and quality standards are adhered to at all times.
- To work shifts to cover the operating hours of the facility, this includes evenings and weekends.
- To carry out any other reasonable duties as requested by the CEO or management team

Key Result Areas

1. To develop skills and work safely, efficiently and as part of the team.
2. To be punctual and arrive ready for work as per roster
3. To keep uniform smart and tidy, and wear name badge at all times.
4. To build good relationships with other team members and work collaboratively to achieve aims
5. Undertake training to obtain recognised qualifications, including completing assignments on time, and attending all College sessions/ tutorials
6. To follow all policies and procedures of the Megacentre

Discretion to Act

The worker will have the authority to act within the parameters set by line management.

Environment

The Megacentre is the trading name for the registered company 'Warehouse Centre Ltd'. Warehouse Centre Ltd is fully owned by the charity 'Active Christian Trust' (#1015452). These 2 entities work together to meet the aims stated under 'Job Purpose'. Colleagues may be employed by either the company or the trust, but all fulfil their roles in partnership and to the forwarding of the stated joint aims.

In Service Training

The person appointed will be expected to participate in In-service Training Modules and other learning opportunities as deemed appropriate by your line Manager, for which budgetary provision will be made.

Miscellaneous:

The Catering Manager will be responsible for carrying out regular supervision sessions and work reviews with the post holder.