



Selwyn College Cambridge

Café Bar Assistant (term-time)

Job Description

Job title: Café/Bar Assistant

Department: Bar/Catering

Reports to: Bar Manager

Working pattern: Part-time, 25 hours per week; term-time only

The post holder will work for 30 weeks each year during term time, working 25 hours per week. Working hours will be arranged according to a rota agreed with the Café/Bar Manager and Head of Catering.

The academic year has three terms: Michaelmas; Lent; Easter. Exact dates vary but typically run from early-October to late-June, with a break at Christmas and Easter. More information is available on the University of Cambridge website:

<https://www.cam.ac.uk/about-the-university/term-dates-and-calendars>

Contract: Permanent, subject to six months' probation

Annual leave: The post-holder will receive a pro rata holiday entitlement equivalent to 12.69 days per annum, based on a full-time entitlement of 33 days per annum inclusive of public holidays. **Payment in lieu** of accrued holiday entitlement will be made in two equal instalments per year.

Purpose of the role

Assisting in the daily running of the College Bar to provide the best possible customer experience. Café/Bar Assistants will report to the Café/Bar Manager and supervisors to assist the team to fulfil our objectives. The candidate must be someone who has a real passion for the bar, someone who is enthusiastic, responsible and is flexible. The Café/Bar Assistant will support the team and serve the food and drink on offer to our students, staff, Fellows and conference guests.

Key duties and responsibilities

- Proactively deliver our dynamic food and beverage offerings to ensure that our drinks, food and service exceeds our customers' expectations.
- Adhere to Café/Bar service standards, control processes and procedures and ensure they are maintained at all times.
- Assist in the running of remote bars for external and corporate events.
- Provide a high level of customer satisfaction, maintaining a professional and efficient manner to provide a positive impression of Selwyn College.
- Report breakages of tableware, glassware and equipment.
- Ensure stock levels and displays are maintained.
- Attend all in house training, self-appraise personal standards in all areas of the bar highlight any training requirements (barista, hygiene, customer service) to line manager.
- Adhere to staff rosters, provide cover for team members during absence and cover when necessary (eg holidays, College, promotional events, seasonality and busy periods).
- Maintain specification sheets records for all areas, including security procedures, hygiene and clearing up checklists.
- Ensure the College's licensing hours are strictly adhered to.
- Diffuse tense situations to prevent possible safety or legal issues, liaising with the supervisor and Duty Porter to eject unruly persons, if needed.
- Develop and maintain professional relationships with internal and external customers.
- Annual Snowball, assist with setting up arrangements and smooth operations throughout the event.
- Be a point of contact in the Café/Bar Manager's or supervisor's absence.
- Undertake any other reasonable duties as may be required by the Café/Bar Manager.

Health & Safety

- Assist the Café/Bar Manager in health and safety in the bar (including all storage areas) and its customers
- Maintain high standard of health and safety and hygiene and ensure that the cellar and storage areas remain clean and tidy at all times.

- Monitor and adhere to the College's Food Safety policy, completing and recording hygiene checks and audits.
- Ensure stock and equipment is correctly stored within HSE guidelines and adequate stock levels are maintained. Report all failures immediately
- Follow advised safe working practices when lifting and carrying.
- Safe storage of gas cylinders prior to, during, and after use.
- Safe disposal of general and recyclable waste.
- Report safety hazards, maintenance issues, accidents, damage, or student incidents.

These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.

Person specification

We are looking for someone who meets the following criteria:

- Experience in a similar role is desirable
- Willing to learn new skills
- An understanding of what amazing guest service looks like
- A great eye for detail
- Excellent communication skills
- Someone who likes to look after people
- A friendly and approachable character
- A team player, who is willing to help others to ensure service is never compromised
- Honest and reliable
- A flexible attitude
- Ability to work under instruction and in harmony with colleagues
- A smart appearance

Where you fit in the structure:

