

Job Title: Part-Time Front of House Café Staff

Location: The Bank Arts Centre, 2 Castle Street, Eye, Suffolk, IP23 7AN

Salary: £12 p/h.

Hours: 6.5 hours. Day to be confirmed. 10am – 4.30pm.

Days: Saturdays (with possibility of occasional change to Thursday / Friday when required)

Contract length: 3 months with possible extension and increased days

Responsible to: General Manager and Company Directors.

Overview:

Eyes Open CIC t/a The Bank Arts Centre is a volunteer-led organisation providing a programme of creative and social activities alongside a family-friendly café. To meet our growing café service, we are looking to employ a paid member of staff to manage and oversee the front of house service one day per week.

We are seeking a confident, outgoing, and well-mannered individual to join our team. The ideal candidate will be punctual, possess excellent time management skills, and have the ability to delegate effectively. A good communicator with a hands-on approach, attention to detail, and the ability to remain calm under pressure are essential qualities for this role. The candidate should be flexible, eager to learn and highly motivated.

Responsibilities:

You will be responsible for managing Front of House service one day per week. This will include supporting and supervising any additional volunteer café staff that may be working.

Description of duties /activities:

- Opening up and setting up café ready for service
- Welcoming visitors to the Café
- Correctly take food and drink orders, input on POS Till, and prepare drinks and snack orders in conjunction with any Lunch Menu items prepared by Chef
- Serve the food and drink with appropriate cutlery, condiments etc. and check that the customers' orders are meeting their needs
- To have a good knowledge of all upcoming events and CIC's background to be able to deal with all enquires
- Promote The Bank's programme and encourage the visitors to enjoy all The Bank has to offer including further food and refreshment, events, workshops and activities

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- Calculate customers' bills, take money and provide change accurately and promptly and cashing up.
- Prepare customers' bills and process them through the POS till;
- Process any additional sales of event tickets, workshop bookings or Art sales
- Promptly clear tables of finished food and drink, tidy and wash up, and replace clean items in the relevant places; the responsibility for washing up should be shared between Kitchen staff and FOH cafe.
- Maintain the Café in a suitable condition including periodically checking the toilets during the shift. Undertake proper cleaning of café and toilets at the end of the day's service.
- During quiet periods, undertake additional tasks to maintain café (refilling, tidying) allocated by General Manager.
- Lead and delegate tasks to any café volunteers who may be working with you.
- Lead on end of day closing and cleaning procedures, cashing up, and locking up, ensuring the café, equipment and facilities are all left in tidy and suitable condition ready for the next shift.
- Appropriately allocate any tips to staff at end of shift
- Attend periodic training session or staff meeting when required
- Working with General Manager by providing feedback on how to make further positive improvements in café service.

Essential Requirements:

- Excellent communication and interpersonal skills
- Excellent customer service
- Strong work ethic; Proactive and efficient worker
- Ability undertake your duties thoroughly and appropriately
- Ability to multitask and remain calm under pressure.
- Strong organisational and time management abilities.
- Eagerness to learn
- Collaborative and works well in a team
- Willing to have an enhanced DBS check (for working with young volunteers)
- Willingness to follow all procedures and training given
- Present with a good level of personal hygiene and neatly dressed
- Ability to deal with food and drink in a hygienic manner meeting all health and safety requirements and procedures.
- Good numeracy skills and ability to learn to use the POS till.
- Attention to detail and ability to provide high levels of customer care
- Demonstrate initiative and ability to undertake tasks without prompting

Preferred requirements:

- Previous experience in a similar role is preferred.
- Experience working with community and young people.
- Previous experience using Barista Coffee Machine, digital POS, food service and customer service
- Some flexibility in working hours to accommodate the needs of the business.
- General awareness of matters of health and safety; Awareness of the need for customer care in terms of fire, accidents etc. through reading and understanding the relevant information and procedures.
- Hygiene Certificate (We will arrange for the job holder to have one if not)

If you meet these criteria and are passionate about providing exceptional customer service in a dynamic environment, we invite you to apply for this exciting opportunity.

This is a rolling application. Potential candidates will be invited to interview. Interviews will take place from Monday 8th July 2024. Candidates may be further invited to participate in an induction and trial shift(s).

There will be a 4-week probation period for successful candidate.

Please send a cover letter and CV to info@thebankeye.org

For any questions or further information, please email at the address above