



## **Job Description & Person Specification**

# **Cafe Bar Assistant**

## **The Appointment**

We are looking to appoint a new Café Bar Assistant to work shifts which will include daytime, evening and weekend opening. The Café Bar Assistant is a key position delivering the food and drink offered in our Café and will work as part of a team delivering a high standard of customer care to users of Pegasus Theatre. The Café Bar Assistant will play a key role in delivering excellent food in Pegasus' Café, providing the highest quality of customer care and in making all visitors feel welcome.

Pegasus Theatre is a major force in the field of youth arts, professional theatre, and dance. It enjoys a national reputation for its innovative and diverse work. It is funded annually by Arts Council England, Oxfordshire County Council and Oxford City Council, and generates income through box office, charitable and trading activities.

This post is offered at approximately 15 hours a week depending on shifts and the availability of the successful applicant. Flexibility is needed to allow the successful applicant to work a variety of shifts during the daytime, evening and at the weekend as required by our programme and opening hours.

## **Organisational Relationship and Accountability**

|                              |   |
|------------------------------|---|
| <b>Responsible to</b>        | Operations Manager  |
| <b>Working closing with</b>  | Duty managers, volunteers, trainees & apprentices, children and young people, members of the local community, and other all building users. |
| <b>Budget Responsibility</b> | None  |

## **Job purpose**

- To be responsible for providing a high quality food and drinks service to Pegasus' customers as directed by the Operations Manager.
- To prepare, serve and sell food and drink and ensure a friendly, welcoming and inclusive café atmosphere.
- To work with other staff to ensure all visitors to Pegasus receive high standards of customer service.

## **Main duties**

- To provide a confident and efficient customer service and to ensure the Café Bar environment is welcoming, presentable and safe at all times.
- To prepare and present the daily food offer as planned and appropriate to the shifts worked.
- To serve customers with food, drinks, alcoholic beverages and other products.
- Process sales through the till, taking money and issuing change. To cash up and to maintain a high level of accuracy and security with all cash handling procedures.
- To set up and clean the tables and counter, clear crockery to kitchen, use the dishwasher and put away clean crockery, cutlery and equipment.
- Participate in daily stock check and ordering procedures, place orders, accept and check deliveries and invoices and deal with any shortages or other problems.
- Develop and maintain a good knowledge of the products on offer and to advise customers on their choices. Understand the need for allergen advice.
- Be pro-active in all aspects of the Café Bar operations, including input into menu planning, contributing to meetings about cafe progress and development, promoting sales and maintaining customers to meet targets.
- Develop an up to date knowledge of Pegasus' programme of events and activities. This will include supervising some café activities for families and young people.
- Assist with refreshments at private functions and at other points of sale when necessary.
- Brief, supervise and support volunteers and young people on work placement, traineeships and apprenticeships. In particular to help further Pegasus' work in developing young people through their involvement with the Café Bar.
- Be available to work daytime, evenings and weekends on a weekly rota by agreement with the Operations Manager.
- Ensure daily checks and opening and closing procedures are carried out as instructed and that all food hygiene and health and safety procedures are followed (training will be provided).
- To ensure that alcohol is sold according to the Licensing Act 2003 and uphold the 'Think 25' policy in place at Pegasus.
- To act as a Fire Marshal and be aware of evacuation procedures, including knowing fire exits and refuge points.
- To maintain high levels of personal hygiene and a professional appearance.

## **General**

- This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed with the post holder annually or at significant points for the organisation

- To have input into theatre policy matters, strategies and business and artistic planning, as part of the theatre's policy on inclusive and consultative practice
- All Pegasus theatre staff are administratively self-supporting with support given around specific areas of work within the individual and organisation's workplan
- To carry out the duties of this post in accordance with Pegasus Theatre's policies including; equal opportunities, access, employment, health and safety and inclusion

## Employment Terms

|                            |   |
|----------------------------|---|
| <b>Salary</b>              | The salary is £16,258 per annum pro rata  |
| <b>Hours</b>               | As needed to support the Pegasus program usually in the region of 15 hours per week, which will include evening and weekend working |
| <b>Probationary period</b> | 6 months  |
| <b>Annual Leave</b>        | 25 days rising to 27 after 5 years' continuous service and designated bank holidays (pro rata)                                      |
| <b>Pension</b>             | A group contributory pension scheme is operated by Pegasus Theatre Trust  |
| <b>DBS</b>                 | The appointment is subject to a satisfactory Disclosure and Barring Service (DBS) Enhanced Disclosure check                         |

## Person specification

|                                 | Essential  | Desirable                                   |
|---------------------------------|--|---|
| <b>Knowledge and Experience</b> | Knowledge of tills and a willingness to use learn new systems                            | Knowledge of food hygiene                   |
|                                 | Willingness to understand and retain information regarding the programme                 | Experience of preparing and presenting food |
|                                 | Experience of working in a café or bar   | Knowledge of and enthusiasm for the arts    |
|                                 | Experience of sales and cash handling procedures in a customer focused environment       |   |
|                                 | Experience of working without constant supervision and working under own initiative      |   |
| <b>Abilities and Aptitudes</b>  | Confident customer service skills as the position will involve working alone in the café | Good IT skills                              |

|                           |   |   |
|---------------------------|---|---|
|                           | Excellent communication skills (verbal and written) and the ability to communicate with a range of people   | The ability to be confident and positive when dealing with complaints or difficult situations |
|                           | Excellent cash handling skills  |   |
|                           | Self motivation to organise work when working alone and balance busy and quiet periods                      |   |
|                           | Ability to work well within a wider staff team  |   |
|                           | Ability to relate to the needs of a diverse customer base, particularly young people                        |   |
| <b>Personal qualities</b> | Availability to work regular evening and weekend shifts including flexibility to cover holiday and sickness |   |
|                           | The ability to be level-headed during busy periods  |   |
|                           | Excellent time keeping  |   |
|                           | A willingness to undertake appropriate training   |   |
|                           | An interest/enthusiasm for food   |   |
|                           | Applicants must be over 18 years of age (you will be working unsupervised selling alcohol)                  |   |