



# WESTMINSTER CHAPEL

## TEMPORARY VACANCY

<b>POSTING DATE:</b>	25 October 2021
<b>CLOSING DATE:</b>	9 November 2021
<b>START DATE:</b>	22 November 2021
<b>JOB TITLE:</b>	Cafe Assistant
<b>STATUS:</b>	Temporary Part-Time
<b>HOURS OF WORK:</b>	24 hours per week (subject to review)
<b>LOCATION:</b>	Westminster Chapel, Buckingham Gate, SW1E 6BS

Position Reports To: Premises Manager (Dave McDowell)

**Job Summary:** This is a short term role for a person (or divided between two people) to support, and provide expertise to help Westminster Chapel establish a new cafe, New Acre, that forms part of their mission to the local community. That mission is about welcoming, and gently and sensitively talking with people about the Christian faith, as opportunities arise, without being cringey or inappropriately forceful, inviting people into the life of our church. This person will be primarily responsible for making drinks, and managing the coffee-making equipment, alongside another person who will serve as front of house, working the till, liaising with customers, being an ambassador for Westminster Chapel's heart, mission and values, etc. There will of course be a need at points for this person to carry out this role as well, when their colleague is otherwise engaged in other ways. It is hoped they will also be able to train others in the church to develop their barista skills. The aim is to provide a prompt, quality and attractive service and experience that meets New Acre's standards in a friendly, customer-centred way.

## **Key Job Responsibilities:**

Ensuring excellent customer-centred service at all times by:

- Responding to customer needs and responding proactively to prevent customer service challenges
- Explaining any service delays politely
- Educate themselves on the menu and answering customer questions regarding coffee blends, preparation, and products
- Maintain the highest quality and consistent product standards
- Diligently follow New Acre's drink recipes, food preparation techniques and procedures
- Follow health, safety and food hygiene standards and guidelines at all times
- Use daily checklists and SFBB (Safer Food Better Business) to keep on top of best food hygiene practices

- Perform cleaning duties in all areas of operation to a high standard at all times including being responsible for sanitising work areas and equipment
- Report potential safety hazards to the New Acre manager or Westminster Chapel Premises Manager
- Report all employee accidents to the New Acre manager or Westminster Chapel Premises Manager
- Maintain a clean and organised workspace
- Keep on top of clearing plates and the washing up
- Ensure that colleagues can locate resources and products as needed
- To operate EPOS terminals including the safe custody of money
- Understand and advance Westminster Chapel's mission to share the gospel by actively engaging in meaningful conversations with customers
- Make an effort to learn about the cafe industry and current trends, particularly in the local area, to better address customer questions and inquiries

## Knowledge and skills required

A Café Assistant should meet the following requirements:

- Trained in making espresso-based drinks; experience in the coffee industry preferred
- Be an ambassador of the aims and values of Westminster Chapel
- Fully embrace New Acre's wider community and relational mission
- Experience in customer service
- Commitment to excel in customer service
- Strong interpersonal and communication skills
- Ability to work successfully as part of a team, while under pressure
- Maintain a positive morale and professional attitude at all times
- Ability to handle multiple tasks at one time
- Energy and persistence to see tasks through to successful completion
- Ability to take initiative when necessary
- Ability to be flexible
- Food hygiene certificate
- Willingness to work varied hours/days based on business needs
- Ability to handle and lift items weighing between 0-50 pounds
- Proof of eligibility to work in the UK

## Other information

All employees have a duty under the relevant Health and Safety at Work Laws to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in New Acre's business, as well as any visitors.

All employees have a duty to comply with the UK's Equal Opportunities Policy in their contacts with other staff, customers and visitors.

The Post Holder will maintain appropriate customer confidentiality information and will be expected to comply with all aspects of the Data Protection Act.

## Remuneration

£22,880 per annum, pro rata for 24 hours per week (£11.00 per hour)

## Schedule

Monday to Thursday, 8:00 AM to 2:00 PM  
(Operating hours from 8:30 AM to 1:00 PM)

## HOW TO APPLY:

Please complete the form found here: <https://forms.gle/gBJNpsmr7PDzUvym7>

*We thank all applicants and advise that only those selected for an interview will be contacted.*