

GREAT DIXTER CHARITABLE TRUST

Job description

Café Assistant

Reports to: Deputy Catering Manager/ Catering Manager

Location: Great Dixter House and Gardens

Variable hours Seasonal contract with an end date of 31 October 2025:

Variable hours each week – 8am to 5pm Monday to Sunday – via rota

Key relationships: Café Supervisors, Deputy Catering Manager, Catering Manager, Head Gardener, Senior Management Team and all staff and visitors

Salary: Minimum wage (As of April 2025, £10.00 for 18–20-year-olds, £12.21 for 21 year olds and over)

Duties include:

- to welcome customers
- talking to customers about menu items, specials, events, and products or services
- taking orders and accurately entering them into the ordering system
- operating coffee machines and other equipment, making coffee etc
- assessing the condition of the facilities and equipment
- operating the cash register, accurately handling cash or cashless transactions and providing payment receipts
- ensuring the food and other ingredients are fresh
- maintaining a hygienic environment by cleaning surfaces and equipment regularly
- clearing plates and cutlery from tables to prepare for incoming customers
- washing dishes, sweeping and mopping the floor
- tracking inventory levels to ensure the café has an adequate supply
- putting away deliveries
- responding to customer questions, feedback or complaints
- making sandwiches and basic food plates
- displaying cakes and products
- helping and assisting with certain catering events
- having an awareness of the importance of equipment running at the correct temperatures e.g. fridges, and alert a supervisor if this is not happening

Training

1. To undergo additional training as required e.g. COSHH and HACCP
2. To act in accordance with the Organisation's health and safety procedures
3. To follow the Trust's sustainability policy in the exercise of all duties

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Person Specification: Café Assistant

The following outlines the criteria for this post.

Experience Previous and recent catering experience
Skills and Abilities To have some knowledge of food preparation at a basic level Able to make coffee and/or be willing to be trained at a Barista level To have experience working in a café or similar catering assistant position Excellent interpersonal skills with a positive attitude towards staff and customers Self-motivated with a solution-oriented approach
Qualities A can-do attitude Ability to work on own initiative and as part of a small team Able to identify opportunities and develop solutions Confident dealing with the public
Other Be willing to undertake further training as necessary. Able to work weekends and Bank Holidays