



SYLVESTRIAN

LEISURE CENTRE

JOB DESCRIPTION	
JOB TITLE	Weekend Coffee Hut Operator
DEPARTMENT/SECTION	Sylvestrian Leisure Centre (SLC)
LINE MANAGER	SLC General Manager
SAFEGUARDING <i>Forest School is committed to safeguarding and promoting the welfare of children.</i> The Postholder will be required to: <ul style="list-style-type: none">• Complete an Enhanced Disclosure and Barring Service (DBS)• Complete Child Protection Training• Promote and safeguard the welfare of all children and adolescents they are responsible for, or whom they come into contact.	
JOB SUMMARY Sylvestrian Leisure Centre are searching for a reliable, customer-focused individual to run our coffee hut on weekends. You'll be responsible for preparing and serving coffee and light snacks, maintaining a clean and welcoming environment, managing basic inventory, and ensuring excellent service for all customers.	
KEY RESPONSIBILITIES <i>Main duties</i> <ul style="list-style-type: none">• To ensure the highest level of customer service is being always delivered.• Open and close the coffee hut on Saturdays or Sundays.• Prepare and serve hot and cold beverages, including espresso-based drinks.• Handle customer transactions and operate the point-of-sale system.• Keep the hut clean, organised, and well-stocked at all times.• Maintain food safety and hygiene standards.• Engage warmly with customers and build rapport with regulars.• Monitor supply levels and communicate restocking needs to appropriate manager.• Ensure the customer comments and complaints are handled professionally, with issues being referred as and when necessary, to the appropriate member of staff.• To act in the event of the emergency in accordance with Emergency Action Procedures, (EAP's), taking responsibility for the performance of staff and the outcome of the action.	

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Requirements

- Barista or café experience preferred, (but not essential).
- Comfortable working independently and managing a small operation solo.
- Strong customer service skills and a positive attitude
- Dependable and punctual.
- Basic food safety knowledge (or willingness to learn).

Additional responsibilities

- Undertake training as necessary in line with the development of the post and agreed with your line manager.

TERMS AND CONDITIONS

- Salary: Commensurate with role and its responsibilities
- Hours: Saturday or Sundays between 8am and 4pm.

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest School policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If, during the course of time, the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the relevant Line Manager.

PERSON SPECIFICATION		
CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS:		
<ul style="list-style-type: none"> Level 2 Food and Hygiene Certification Allergy Awareness Certification 		<ul style="list-style-type: none"> ✓ ✓
EXPERIENCE:		
<ul style="list-style-type: none"> Experience in a similar role Experience of leading effective communication to a team Experience handling difficult situations and customers. 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓
KNOWLEDGE AND SKILL:		
<ul style="list-style-type: none"> Excellent communication and interpersonal skills Excellent organisation skills To use initiative and be proactive Professional attitude with customers and employees 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	
ATTITUDES		
<ul style="list-style-type: none"> Possess a positive attitude and approach to change and development. Work collaboratively and effectively with others within the team. Ability to work individually and with others. Ability to build and maintain positive, respectful relationships with customers and colleagues. Ability to deal with difficult situations calmly and effectively. Ability to be open minded and put forth any ideas to improve the facility to the postholders line manager. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	

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