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**JOB DESCRIPTION**

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| **Post Title:** | Refresh Events Assistant / Barista |
| **Reports to:** | Refresh Commercial Events Manager /Café Manager  |
| **Purpose of the post:** | The post holder will support the Manager, ensuring the highest standards of customer service are experienced and Health and Safety is adhered to.**Main focus for the role is to be on the operational running and preparation of events.** |

**Organisation Position**

**Director Finance, IT and Estates**

**Head of Hospitality and Estates**

**Refresh Commercial Events Manager**

**Refresh Events Assistant**

**Duties and Responsibilities**

1. To support the Refresh Commercial Events Manager (RCEM) in preparation and delivery of catering events.
2. To work as a team member of café Refresh when not needed for Refresh events.
3. To act as a role model to all Refresh events staff by providing excellent customer service skills and ensuring each staff member takes pride in the areas, they are responsible for.
4. To always look how to upsell products and come up with new ideas with the RCEM.
5. To conduct stock takes prior to events.
6. To create and maintain an inviting atmosphere for all customers.
7. To be responsible for cashing up event takings.
8. To work in accordance with the Hospice’s Health & Safety at Work Policy.
9. To work within Food Hygiene Regulations. To be responsible for practicing good hygiene in all aspects of the working of the catering department, including maintaining a good standard of personal and general hygiene.
10. Ensuring all accidents are reported and recorded and the necessary action taken.
11. To take pride in display when attending seasonal events.
12. To be able to check and receive deliveries of goods.
13. To support the RCEM in maintaining records as required for the café, i.e. temperature control sheets, cleaning records and ensure that all café workers adhere to this.
14. Assist with staff training.
15. Advise the RCEM of absences, lateness, and sickness of event staff.
16. To work alongside REM to ensure stock needs are delivered.
17. At all times to act as ambassador for Severn Hospice to patients, relatives, to colleagues and members of the public.
18. To run events without RCEM present when required.
19. To drive the Hospice van to set up events.
20. To ensure that all Hospice HR policies, procedures and guidelines are adhered to and report any failure to do so to the RCEM.
21. To carry out other duties as agreed between the post holder and RCEM

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible.

**Supplementary Information and Requirements**

All new Hospice employees are on a 6-month probationary period (excluding bank)

**Health and Safety**

In accordance with the Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

**Appraisal**

Employees are required to participate in the Hospice’s appraisal process as required.

**Reviewed December 2023 (KB)**

**Person Specification Refresh Event Assistant**

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| **Qualifications / Training** | **Essential** | **Desirable** |
| **Level of education necessary****Professional and post basic qualifications****Specialised training required for post** | Experience in catering or food preparation/ Hospitality Basic general education including English and Maths | Catering qualification or Barista qualification Food Hygiene Level 2 |
| **Experience**  | Previous experience of working in a café or retail environment Experience in back of house stock takes and procedures  | Barista trained Working knowledge of Health and Safety regulations and procedures |
| **Skills & Knowledge****Range and level of skills** **Depth and extent of knowledge required** | Ability to communicate clearlyExcellent customer service skillsSelf-motivated, with an enthusiastic approach to workWillingness to take on new challenges and to learn, grow and develop within a roleFull UK Driving Licence | To understand Environmental health requirements  |