



**JOB
SPECIFICATION FORM**

CAFÉ & HOUSEKEEPING ASSISTANT

Our Vision

To give the people from different backgrounds of Rotherham a chance to nurture and live up to their potential.

Our Mission Statement

To use our passion for sport and the influence of Rotherham United FC to **ENGAGE, INSPIRE** and **DEVELOP** the communities of Rotherham for a long-lasting impact on future generations.

Our Values

Passion: Our enthusiasm is infectious and we go that extra step to excel and meet the needs of our users.

Understanding: People and their lives are at the heart of everything we do. We listen to our users and seek to remove barriers to our activities.

Inclusivity: We have more in common than what divides us. We ensure our delivery captures the needs of the diverse communities we serve.

Professionalism: We do all we can to exceed expectations and perform to the highest levels whilst respecting the people we serve and the organisation we represent.

Respect: We treat each other with the highest regard and seek to overcome barriers whilst delivering high quality activities.

Fun: Through new experiences and having fun we come together in everything we do.

JOB VACANCY

CAFÉ & HOUSEKEEPING ASSISTANT

Job Title:	Café & House Keeping Assistant
Reports to:	Operations Manager
Department:	General
Salary:	£8.91 per hour
Hours:	0 hours per week (Casual) Hours will be predominately on evening and weekends
Job Purpose:	Rotherham United Community Sports Trust is seeking to appoint an enthusiastic, charismatic and dedicated person to: <ul style="list-style-type: none">• Serve customers efficiently with food and drink orders and take payments.• Assist in preparation of cafe and counters before, during and at the end of service.• Offer customers amazing standards of customer service and care• Be responsible for the cleaning of the full facility• Be responsible for opening and Closing the facility
Contract Details:	0 hours per week, casual Auto-enrolment into the Club's pension scheme (depending on eligibility) 28 days annual leave including national bank holidays

Rotherham United Community Sports Trust are seeking to appoint an enthusiastic, charismatic and dedicated individual to join our facilities team.

We are a diverse Trust that respects differences in race, disability, gender, faith background or personal circumstances we welcome all application. We want everyone to feel valued and included in the football community and to achieve their full potential. The trust is opposed to any discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in light of the changing needs of Rotherham United Community Sports Trust.

RUCST is committed to safeguarding and promoting welfare of children, young people and vulnerable adults, and expects all staff to share this commitment.

As part of this commitment to providing a safe environment for our young people, we require all candidates to undertake and return a satisfactory enhanced Disclosure and Barring Service (DBS) certificate. RUCST will assist with the application for, and pay for the process of, a new DBS for staff members where required.

Criminal Records Disclosures

We recognise the contribution that former or ex-offenders can make as an employee; a person's criminal record will not, in itself, debar that person from being appointed to this post. Candidates will be given the opportunity to provide us with information on their criminal record, which will be treated in the strictest confidence. Suitable applicants will not be refused posts because of any offences which are not relevant to the role and which do not make them a risk in the role for which they are applying.

[Equal Opportunities](#)

JOB DESCRIPTION

ROLE ACCOUNTABILITIES & KEY DUTIES

KEY DUTIES AND RESPONSIBILITIES

- Demonstrating the highest standards of customer welcome and care when assisting customers at the counter and delivering orders to tables.
- Giving advice, guidance and recommendations on products and menu selection to customers to ensure a positive experience and repeat business.
- Ensuring adequate stock levels of supplies and consumables for café area, managing orders and stock rotation.
- Managing queues and meeting customer expectations, upsell to maximise profit.
- Service of hot and cold beverages, cakes and other food items.
- Keeping the areas tidy and clean including table clearing, removing dirties and waste.
- Handling customer complaints in the first instance and reporting feedback to the Managers.
- Working within established guidelines and operating procedures.
- Responsible for security (product and cash), taking payments accurately and be vigilant for shoplifters and fraudulent credit cards etc.
- Keeping up to date with special promotions and creating displays.
- Ensuring compliance with all legislation, H&S and food hygiene.
- Be responsible for opening and closing the facility.
- Be responsible for the cleaning of the full facility to a high standard.

PERSON SPECIFICATION

- Having a friendly and engaging personality, a good communicator, able to work under pressure.
- Comfortable working with members of the public, able to initiate conversations and provide a sincere welcome and enjoy providing good service.
- Need to be willing to learn, take instruction and work under own initiative, supporting other team members and able to multitask.
- Assistants will be on their feet for most of the day and may be required to lift and carry trays and crockery, restocking shelves etc.
- You should have a comprehensive understanding of the menu and have a keen interest in local food and drink.
- An effective, well organised and efficient team player with a strong sense of discipline and urgency.
- Knowledge of till operation and cash handling.
- Excellent standards of personal presentation smart appearance and articulate.
- Food Hygiene training / qualifications.
- Trained Barista or with previous catering experience advantageous.
- An up-to-date DBS will be required.
- COSHH training

MANAGING PARTNERSHIPS AND CONTRACTS

- Maintain and build positive relationship with customers & staff

EXPERIENCE

- 2 years housekeeping experience
- 2 years café experience
- Till operation
- Stock taking for both café & housekeeping

QUALIFICATIONS

- Full driving license and the use of a vehicle
- Food Hygiene Level 2
- COSHH Training

GENERAL DUTIES & ACCOUNTABILITIES

- To support RUCST and Rotherham United FC in their aims and objectives at all times.
- To ensure compliance with all relevant Club policies, including health and safety policies.
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements.
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing RUCST and Rotherham United FC.
- To keep confidential any information gained regarding the Charity, Club and its personnel
- To maintain a flexible approach to work at all times.
- To undertake other duties and responsibilities as required from time to time such as matchdays & evening/weekend coaching.
- Promote equal opportunities in recruitment, delivery and overall assessment.
- Ensuring that all contact with and arrangements for students and their welfare is safeguarding and promoted.
- Contribute to quality assurance within the curriculum delivered.
- Act as a mentor to participants ; supporting them to achieve their goals and potential.

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Rotherham United Community Sports Trust

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