



## Café Assistant Job Description

<b>Responsible to:</b>	School Finance and People Manager
<b>Hours of Employment:</b>	Variable, but usually selected Saturdays and/or Sundays or weekdays during school holidays, 10am-4pm
<b>Contract</b>	Fixed term until 31 October 2026
<b>Salary:</b>	£12.71 p/h
<b>Role:</b>	To support the safe, efficient and welcoming operation of the out-of-school-hours climbing wall café, providing high-quality customer service while ensuring the café and associated seating areas are clean, well-organised and compliant with food hygiene standards. The role supports the wider climbing wall operation and contributes to a positive experience for students, families and visitors.

### Key Responsibilities

#### Café Operations and Customer Service:

- Set up and prepare the café area prior to opening, ensuring displays, equipment and stock are ready for service;
- Provide friendly, efficient customer service, taking food and drink orders and processing payments accurately;
- Operate tills and payment systems in line with school and catering procedures, handling cash and card payments responsibly;
- Maintain a welcoming, professional environment for all users of the climbing wall and café;

#### Food Hygiene, Health and Safety:

- Follow all food hygiene, health and safety requirements, including safe food handling, storage and allergen awareness;
- Ensure the café, preparation areas and equipment are kept clean and hygienic throughout service;
- Report any health, safety or maintenance concerns promptly to the Catering Manager or Climbing Team.

#### Organisation, Cleaning and Stock Control:

- Keep café, seating and climbing wall social areas tidy and well-organised during opening hours;
- Carry out cleaning duties during and after service, including pack-down at the end of shifts;
- Monitor stock levels, undertake basic stock checks and provide feedback to the Catering Manager on usage patterns, popular items and replenishment needs;
- Assist with the organisation and storage of supplies and equipment.

#### Teamwork and Communication:

- Work collaboratively with the climbing wall team to support the smooth running of sessions and events;
- Communicate effectively with colleagues, escalating issues where appropriate;

- Provide feedback on customer trends, busy periods and opportunities to improve the café offer.

## General Responsibilities:

- Act as a positive ambassador for the school and climbing wall provision at all times;
- Maintain professionalism, reliability and flexibility;
- Undertake any other reasonable duties related to the role as directed by the Catering Manager/School Finance and People Manager.

## Person Specification

Assessed through original certificates, application form, interview and references.

Qualifications and training	Essential	Desirable
Level 2 (GCSE Equivalent) English and Maths	✓	
First Aid		✓
Food Hygiene Certificate (training will be provided to successful applicants)		✓
<b>Experience (or willingness to learn)</b>		
Experience working in a customer-facing role	✓	
Basic numeracy skills to handle payments accurately	✓	
Willingness to follow food hygiene, health and safety procedures	✓	
Experience working in a school, leisure or catering environment		✓
<b>Basic skills, characteristics and competences</b>		
Awareness of and commitment to the safeguarding and welfare of children	✓	
Friendly, approachable manner with good customer service skills	✓	
Ability to work reliably and responsibly with minimal supervision	✓	
Good organisational skills, with the ability to keep work areas tidy and well managed	✓	
Confidence using electronic payment systems	✓	
Awareness of basic food allergen requirements	✓	
<b>Personal qualities</b>		
Efficient and hard working	✓	
Reliable, punctual and committed to agreed shifts	✓	
Positive, professional attitude and willingness to help	✓	
Flexible and adaptable, particularly during busy periods	✓	
Calm and courteous when working in a public-facing environment	✓	
Commitment to maintaining a clean, safe and welcoming space	✓	
Willingness to represent the school and TQ Climb positively to families and visitors	✓	
High expectations of self and others	✓	

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