



Bicton Heath, Shrewsbury, SY3 8HS

Re : Cafe Assistant / Barista – Shrewsbury. 12 month contract

This application pack contains the following information regarding the above-mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **2nd December**. Interviews to take place 17th and 18th December.

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Lewis
HR Manager

Severn Hospice

Café Assistant / Barista – Shrewsbury. 12 month contract

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Not applicable

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The hourly rate for this post is 5p in excess of national minimum wage per hour.

Under 18's	£4.60
18 – 20	£6.50
21 – 24	£8.25
Over 25's	£8.77

Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

37 ½ / 25 / 16 hours to include weekend working as required.
8 hours to be mostly worked at weekend

7. HOLIDAY

Full time holiday entitlement is 262 ½ hours holiday per year (including public holidays).

8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice's Equality and Diversity Policy is available upon request.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
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ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic background (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender		
					Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual			
								Prefer not to say	

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

I agree to the use of my personal information as explained above

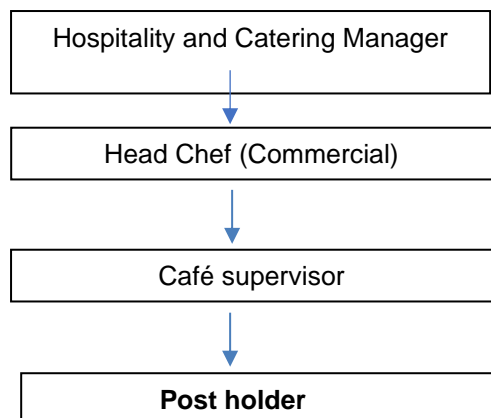
Signature:	Date:
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JOB DESCRIPTION

Post Title:	Café Assistant /Barista
Reports to:	Café supervisor
Purpose of the post:	The post holder will provide and excellent level of customer service and deliver good quality food and beverages to all customers.

Organisation Position



Duties and Responsibilities

- 1 To Provide excellent customer service at all times.
- 2 To deliver well-presented food and beverages to customers.
- 3 To take customer orders at the till
- 4 To take part in the initial set up of the café prior to opening
- 5 To have full training on allergens
- 6 To complete food hygiene course level 2
- 7 To be confident in the handling of cash and card payments
- 8 To be able to clear tables and keep the surrounding areas clean and tidy
- 9 To prepare takeaway orders
- 10 To keep all work stations, clean and follow the hygiene procedures

- 11 To aid at onsite events that Hospitality organise
- 12 To replenish stock where needed
- 13 To make barista quality coffees and drinks (training provided)
- 14 To have a flexible approach to working including providing cover in the internal kitchen.
- 15 To assist in the opening and closing procedures of the café
- 16 To work in accordance with the Hospice's Health & Safety at Work Policy.
- 17 Ensure all accidents are reported and recorded and the necessary action taken.
- 18 When on shift ensure all records are maintained as required for the cafe, i.e. stock takes, hazard analyses, audits, temperature control sheets, cleaning records.
- 19 Support the initiation and implementation of improvements of the catering service on an on-going basis.
- 20 At all times to act as ambassador for Severn Hospice to patients, relatives, to colleagues and members of the public.
- 21 To Complete the Daily cash up and reconciliation when needed
- 22 To carry out other duties as agreed between the post holder and the café supervisor
- 20 To attend staff meetings and actively take part in team building exercises.

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.

Date: Reviewed Oct 2020 (KB)

Person Specification Café Assistant/Barista

Qualifications / Training	Essential	Desirable
<p>Level of education necessary</p> <p>Professional and post basic qualifications</p> <p>Specialised training required for post</p>	<p>GCSE qualifications in maths and English</p>	<p>Qualification in catering or food preparation/ Hospitality</p>
<p>Experience</p>	<p>catering experience</p> <p>Previous experience of working in a café or retail environment</p>	<p>Experience of working in a fast-paced café or restaurant</p> <p>Barista trained</p>
<p>Skills & Knowledge</p> <p>Range and level of skills</p> <p>Depth and extent of knowledge required</p>	<p>Excellent customer service skills</p> <p>To be able to prepare light meals and to meet EHO requirements</p> <p>Ability to communicate clearly</p> <p>A good level of understanding of food hygiene</p>	
<p>Aptitudes & Attributes Required</p>	<p>Team player</p> <p>Enthusiastic</p> <p>Good sense of humour</p> <p>To be positive and enthusiastic</p> <p>To be self-aware and intuitive with others.</p> <p>The ability to be able to receive constructive criticism</p>	
<p>Other Requirements</p>	<p>Prepared to work flexibly</p> <p>Willingness to undergo further training as required</p>	