



## Role description and person specification Wolves Play Café Community Interest Company

Job role:	Cafe Assistant
Hourly rate:	Self-employed fixed-term contract at £19.00/hour
Contracted hours:	School holidays: 2 days/week Optional term-time: 1 day/week
Responsible to:	Cafe Lead
Responsible for:	Delivering cafe operations in play sessions
Location:	Indoor and outdoor play locations across the city
DBS Clearance:	Enhanced Children (included as part of role)

### What is your role?

To be part of the Wolves Play Café Team, bringing friendly faces and support to prepare and deliver food and drink options in our city play locations. You will be committed to helping us achieve our organisational aims:

- To initiate open-ended and carefully scaffolded play opportunities to support development and independence of young children in our city.
- To create a caring and cohesive community in our hometown - helping reduce feelings of isolation of caregivers of young children by providing safe, friendly, welcoming and diverse opportunities to enable valuable stories to be shared.
- To empower caregivers of young children to support their knowledge of children's development which can create lifelong impacts for little ones' lives in our city

### What you'll be responsible for doing.

- Work as part of a team to ensure the smooth running of the café, including following procedures to set up for the day, take customer orders and payments, serve quality food and drinks and close-down the cafe at the end of service
- Follow all relevant hygiene, Health & Safety procedures/Safe Working Practice H.A.C.C.P. & C.O.S.H.H
- Thinking and working quickly and creatively to meet the needs and wants of children and families, whilst always making sure food and drink service is safe
- Celebrating the diversity of our city, ensuring you treat everyone equally who plays and interacts with Wolves Play Café and in a non-discriminatory way
- Knowing that the safety of children and vulnerable people is of the highest importance, and therefore ensure they are protected by your deep understanding and knowledge of safeguarding - what it is and what to do if you have concerns
- Contributing to the vision, ethos, aims of Wolves Play Café by helping each other, sharing ideas and attending catch-ups.

- Taking part in training opportunities that are both useful and required for the role as well as interested in to build skills and experiences
- Following organisational policies and procedures well so if something is not right you know what to do about it - whether that be an unhappy customer, a discriminatory incident, health and safety concern or safeguarding worry or disclosure. To also be able to monitor and update these policies to keep us all safe, legally compliant and able to enjoy play sessions and projects.
- Keeping personal information and details safe, secure and confidential by following our processes in line with our GDPR obligations.

## What we're looking for from you

Area of role:	We need you to...	Even better if you...	How we'll measure
<b>Skills, interests, what you know</b>	1) Previous skills in working effectively in busy customer-facing environments 2) Reliable, flexible and able to keep calm under pressure 3) Basic knowledge of Health & Safety and Food Hygiene 3) Be friendly and be able to chat with people of all ages and backgrounds 4) Be able to understand and empathise with the highs, lows and challenges of family life with little ones 5) Be able to work together in a small team and follow instruction but also with initiative in an environment when priorities can change quickly and you still deliver good quality work 6) Be able to notice, monitor and communicate risks effectively to ensure we are safe and happy in our fun, food and friendly faces 7) Have a positive outlook on training and networking opportunities and to enjoy keeping up-to-date with your knowledge and skills both personally and professionally	1) Have previous relevant experience working within a busy restaurant/café environment 2) Have knowledge or understanding of child development 3) Have knowledge and interest in approaches to sustainability in our world 4) Have a full, clean driving licence	Interview Application Form References



## What we're looking for from you (continued)

Area of role:	We need you to...	Even better if you...	How we'll measure
About You	<ol style="list-style-type: none"><li>1) Be motivated and enthusiastic about the role and your part in the organisation</li><li>2) Be able to celebrate yourself when you've done well, and know when you can do better</li><li>3) Be able to be creative in your problem solving</li><li>4) Be helpful and caring to children, adults and everyone we work with</li><li>5) Know it is by respecting and valuing others' different experiences, ideas and backgrounds that we can achieve more</li><li>6) Enjoy working on your own, with ways to motivate yourself to 'get things done' as well as being prepared to share and work collaboratively to achieve goals when needed</li><li>7) Patience, resilience and flexibility</li><li>8) Know when to keep information and conversations confidential and when they must be shared for safeguarding or other reasons</li></ol>		<p>Interview</p> <p>Application Form</p> <p>References</p> <p>Certificates</p>
Your Learning	<ol style="list-style-type: none"><li>1) Have experience and examples of how you could fulfil the job description</li><li>2) Experience or training in café or catering environments</li><li>3) Be keen to get involved in training to support project and session delivery of Wolves Play Café, e.g. basic IT skills and Food Hygiene Certificate as well as standard training of required policies and procedures</li></ol>	<ol style="list-style-type: none"><li>1) Have a Food Hygiene certificate</li><li>2) General level of secondary education E.G GCSE passes in two subjects</li><li>3) Vocational training in Catering</li></ol>	<p>Interview</p> <p>Application Form</p> <p>Certificates</p>
Your Commitment	<ol style="list-style-type: none"><li>1) Be committed to being part of Wolves Play Café's work and aims</li><li>2) Be committed to wanting to deliver the best work and highest quality service we can and knowing the difference it can make.</li><li>3) Be committed to wanting to have fun whilst serious about Safeguarding, Equal Opportunities, Data Protection and Health and Safety Policies</li></ol>	<ol style="list-style-type: none"><li>1) Commitment to self-development</li></ol>	<p>Interview</p> <p>Application Form</p>

*"Do the best you can until you know better. Then when you know better, do better"*  
**Maya Angelou**

We strive to always do better, by having quality monitoring processes in place, asking questions of ourselves and gaining feedback from everyone we interact with at Wolves Play Café and being accountable to our community, funders and ourselves.

