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<b>Reports To:</b>	<b>Café Supervisor</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Key Relationships:</b>	<b>Customers, Mayfield staff and volunteers</b>
<b>Location:</b>	<b>Mayfield Nurseries, Mayfield Park, Weston Lane, Southampton SO19 9HL</b>
<b>Hours:</b>	<b>Variable – on a sessional basis weekdays, weekends and bank holidays.</b>
<b>Salary:</b>	<b>£12.59 per hour</b>

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### **Purpose:**

Mayfield Nurseries is a special place, bringing together our love for community, nature, growing and now cake! A gardening centre with a difference, every penny of our profits goes into providing our wide range of mental health and community support including wellbeing groups and courses, community activities, creative sessions and family support. Our café launched at the end of 2021 and has been such a success that we are now looking for some additional support to help make sure our customers get a great experience on every visit.

As a Café Assistant you will be responsible for taking and preparing orders, serving customers, clearing tables, cleaning and food/drink preparation including hot and cold drinks and making sandwiches and light lunches to order. You'll need a calm and friendly manner and to be a good team player who can also work on your own initiative.

### **MAIN RESPONSIBILITIES**

- To take orders from customers, including use of the till.
- To offer excellent customer service to everyone visiting Mayfield
- To prepare hot and cold drinks, sandwiches, light lunches, cakes and other refreshments to order
- To serve customers at their tables
- To clear tables and maintain the cleanliness of the café, including loading the dishwasher and carrying out regular checks on the area and toilets
- To maintain excellent standards of hygiene, in line with set processes
- To support the wider team in ensuring that Mayfield is a safe, friendly and supportive place to visit and spend time for everyone in our community

## **General**

- To uphold the aims and values of Mayfield and of Solent Mind
- To contribute to the ongoing development of the service and to best practice
- To work within relevant policies and procedures
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public
- All employees have a responsibility to prevent abuse and neglect and report concerns
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties

**This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind**



## PERSON SPECIFICATION

### CAFÉ ASSISTANT (SESSIONAL)

Requirement	Essential or Desirable
<p><b>Qualifications/Education/Training:</b></p> <p>Sound understanding of basic maths and English</p> <p>Food hygiene qualification</p>	<p>Essential</p> <p>Desirable</p>
<p><b>Experience:</b></p> <p>Experience in working with people/customers from a range of backgrounds</p> <p>Experience of working in a team</p> <p>Experience of working in a café/food environment</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p><b>Knowledge/Skills/Competencies:</b></p> <p>Understanding and commitment to excellent customer service</p> <p>Awareness and understanding of food hygiene standards</p> <p>Excellent verbal communication skills</p> <p>Calm and friendly manner, able to work in a fast paced environment</p> <p>Basic skills in food and drink preparation (this could be within a work, home or education environment)</p> <p>The ability to work on your own initiative and contribute to a team environment</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p><b>Other:</b></p> <p>Commitment to Mayfield/Solent Mind's values.</p> <p>Commitment to Mayfield/Solent Mind's Equal Opportunities and Diversity policies.</p> <p>Willingness to undergo a relevant DBS Check if required.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>

<p>Date job originated: 29/6/22  Date job reviewed: 17/06/2024  Reviewing Manager: Jude Gardner</p>
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