

## Job Description

<b>Job Title:</b>	Catering Team Member (Team Ella's)
<b>Band:</b>	£18,500
<b>Reporting to:</b>	Ella's Team Leader
<b>Hours:</b>	37.5 hours per week (to include weekend, occasional evenings, and bank holiday working as required)
<b>Job purpose:</b>	Our Vision is to make every day the best day possible for our patients and their families in South Devon. As part of Team Ella's, you will play an integral role in the day-to-day operations of Ella's Mobile Café and Ella's Café Lounges, maximising all business opportunities to generate vital income and raise awareness of the Hospice. You will also act as an ambassador for Rowcroft, ensuring the Mobile Café and Café Lounges are presented to the highest standards and reflects the brand values of Rowcroft Hospice.

### Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

### Key roles and responsibilities:

#### PRIMARY DUTIES AND RESPONSIBILITIES

- Serve customers in a warm, professional, and friendly manner, taking food and drink orders and processing payments.
- Assist in the preparation of the café lounge/mobile café and counters before, during and at end of service, ensuring that work is carried out within established guidelines and operating procedures.
- Ensure adequate stock levels of supplies and consumables for café, managing orders and stock rotation, ensuring food wastage is monitored and kept to a minimum.

#### Sales and Profit

- Ensure every opportunity is taken to generate extra sales, including the promotion of impulse buys and Rowcroft lottery tickets .
- Provide a quality offering that exceeds the customers expectations, generates strong sales, and protects the margin.
- Order stock and implement stock control procedures to minimise wastage and maximise profit.
- Support the manager in achieving budget and KPIs.

### **Customer Care**

- Work closely with volunteers, ensuring that yourself and the team consistently deliver a high level of customer service.
- Act as ambassadors and customer service champions at all times, delivering a consistently warm and friendly customer experience.
- Raise the profile of Ella's Mobile Café & Ella's Café Lounges through approved social media channels.

### **Team**

- Lead by example; working cohesively and collaboratively with all team members and supporting volunteers to consistently exceed customer expectations.
- Build a good working relationship with the volunteers to ensure they feel valued and part of the team.
- Anticipate and help manage resources, in line with peak trading periods
- Assist in communicating Rowcroft Hospice's policies and procedures effectively and regularly to the Ella's Volunteer team.

### **Stock Control and Merchandising**

- Assist in order stock for events and functions, ensuring a quality product is sourced whilst protecting margin.
- Follow a robust stock control system to minimise wastage.
- Assist in ensuring that Ella's Mobile Café and Café Lounges are suitably merchandised for its target audience whilst still promoting and protecting the Rowcroft Hospice brand.

### **Cash Handling and Security**

- Ensure the safest possible environment for all staff and monies, by observing the rules and procedures defined by Rowcroft Hospice Retail Department
- Adopt a judicious approach to the security of stock, vehicle, equipment and consumables in the care and ownership of Rowcroft Hospice at all times
- Check all transactions accurately - cash & credit cards
- Take ownership of and investigate any till discrepancy

### **Health & Safety**

- To maintain a safe working environment for all customers and volunteers, ensuring that all Health and Safety regulations as set out by Rowcroft Hospice are adhered to at all times
- Take reasonable care for the Health and Safety of themselves and others who may be affected by their acts or omissions at work
- Complete the online Mandatory Training as and when required
- Ensure that regular vehicle checks are carried out prior to use of the van
- Ensure compliance in all matters relating to food hygiene and health & safety

## **General**

- Ensure the highest standards of housekeeping are implemented and maintained and that opening and closing procedures are observed.
- Attend training courses, as required, to meet the requirements of the post.
- Ensure the security of the premises/vehicle, stock, cash, and product at all times
- Be prepared for lone working.
- Be accountable for their own development review process, seeking out opportunities to learn new skills.
- Situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by Rowcroft Hospice.
- The post holder will be expected to attend Management Meetings, notice of which will be given.
- Promote a culture of learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning.
- Identify your own learning and development needs.

This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative, and a commitment to great customer service.

## **Infection Prevention**

All Rowcroft employees both clinical and non-clinical are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections, including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including contacting Occupational Health for guidance.

**PERSON SPECIFICATION**  
**Catering Team Member - Ella's Mobile Café/Ella's Café Lounges/Boutiques**

Attribute	Essential Requirements	Desirable Requirements
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• A good overall standard of education</li> <li>• Age 25+</li> <li>• Full UK driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• Current food hygiene qualification</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Commercial awareness and knowledge of the food/retail environment</li> <li>• A full understanding of exemplary customer service and evidence of delivering this consistently</li> <li>• Excellent organisational and time management skills</li> <li>• Ability to use own initiative to drive sales and performance</li> <li>• Skilled at building collaborative and effective working relationships</li> <li>• Competent IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of cash handling</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in café operations or a catering environment</li> <li>• Experience of working cohesively as part of a team</li> <li>• Experience of working to and meeting targets</li> </ul>	<ul style="list-style-type: none"> <li>• Street food experience</li> <li>• Experience in a retail setting</li> <li>• Working with volunteers</li> </ul>
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>• Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.</li> <li>• A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.</li> <li>• Confident and effective communicator who understands how to connect and deliver the best customer experience</li> <li>• Passionate and enthusiastic with a can-do attitude</li> <li>• Self-motivated with drive and determination</li> <li>• Solution orientated</li> <li>• Flexible approach</li> <li>• Ability to remain calm under pressure</li> <li>• Able to work in a physically demanding role, standing for long periods.</li> </ul>	<ul style="list-style-type: none"> <li>• A good understanding of the purpose, values and strategy of Rowcroft Hospice.</li> <li>• An understanding of manual handling</li> <li>• Willing and able to volunteer for at least one Rowcroft event each year.</li> </ul>

