



**Ilkley Community Enterprise Ltd: Outside the Box**

**Job Description and Person Specification**

**FRONT OF HOUSE ASSISTANT**

**Date: March 2020**

# ILKLEY COMMUNITY ENTERPRISE LTD

Registered charity 1151706

Ilkley Community Enterprise is a dynamic and award-winning local charity that is undergoing significant growth and development. Operating as a social enterprise, we own and run a number of businesses and services.

- **Outside the Box (OTB) community café**, a thriving café and community hub that provides work experience, training and support for c. 50 people with learning disabilities each week and is used extensively by local groups and for many community events. OTB brings a fresh approach to enabling adults and young people who have learning disabilities and other support needs to achieve more and have greater independence, choice and fulfilment in their lives. We think 'outside the box' and do things differently so that people who need our support can fulfil their potential, enjoy their lives and be healthy and active in their local community.
- **Outside the Box Works**, over recent years we have enhanced our employment support for members through our 'OTB Works' programme. This combines tailored work preparation training, the targeted engagement of local employers and support to members to access, secure and sustain paid work opportunities.

The charity also runs two other services:

- **Outside the Box Choices** that delivers a wide range of workshops and activities for young people and adults with learning disabilities (LD) including arts, drama, music, printing, sports and health, wellbeing, independent living, all aimed at improving the lives of people with LD; and
- **Carers and Companions** a domiciliary care company with an excellent reputation for providing the highest quality of home and community-based support to elderly people and those with a physical and/or learning disability. CQC rated 'Good' overall and 'Outstanding' for the quality of care, the company has a growing staff team and client base and is a leading provider of care in our local community.

We have a staff team of c. 70 people together with a highly committed and diverse team of 60+ local community volunteers. Whilst growing rapidly we remain a relatively small organisation. This means that: day-to-day work is very varied with less red-tape and quicker decision-making than in larger businesses; and that we all get to know the people we are helping and have a very real sense of the impact of our work. Our most recent annual staff survey identified that:

- 90% of our employees are proud to work for us; and
- 100% of our employees felt we were making a positive difference to the lives of others.

As an employer we offer competitive pay and benefits, excellent working conditions and the opportunity to learn new skills, gain qualifications and further develop your career. For more information about our work please visit our websites: [www.outsidetheboxcafe.com](http://www.outsidetheboxcafe.com), [www.carersandcompanions.co.uk](http://www.carersandcompanions.co.uk)

<b>Job Title:</b>	<b>Front of House Assistant</b>
<b>Reporting to:</b>	<b>Café Manager</b>
<b>Hours of work:</b>	<b>8 hours (Saturday 9-5pm)</b>
<b>Location:</b>	<b>Outside the Box café, Ilkley</b>
<b>Salary/rate:</b>	<b>£8.21ph</b>

## **Background**

We are a thriving independent café, 'with a difference' that customers love. Outside the Box Café is a dynamic, community café, serving high quality, wholesome food and drinks that also supports adults with a learning disability to lead more fulfilled and independent lives. Adults and young people with a learning disability are at the heart of what we do at Outside the Box. They are our 'members' and a critical part of the overall Outside the Box Team

Outside the Box (OTB) provides a range of services and activities all designed to enable and support people with a learning disability to lead more independent, fulfilled and healthier lives. Members participate in OTB café to learn new skills, improve confidence and self-esteem, achieve qualifications, gain meaningful experience of the world of work and as appropriate progress into paid employment.

## **Purpose of Role**

To support the delivery of the highest quality of customer service in the café by helping with the effective and efficient running of front of house services including counter, till and table services.

## **Main responsibilities and tasks**

- To support the day to day operations of the café leading on the front of house duties
- Delivering excellent customer service including:
  - Meeting and greeting customers in a friendly and welcoming way.
  - Taking orders from customers and responding to menu and service queries, comments and customer feedback
  - Using the till
  - Serving food and drinks including helping with coffee and tea making
  - Ensuring all customer orders are correctly delivered and charged for
  - Helping to make sure the cafe is clean, welcoming and a place where our customers feel comfortable.

- To assist where required with barista duties, making a variety of coffees using the coffee machine
- Work with volunteers and members (adults and young people with learning disabilities) in the cafe and associated events/activities.
- Work alongside the rest of the team including Support Workers in assisting with the support of members
- Supporting the coordination of volunteers and the use of volunteers in front of house service delivery
- To help with cash handling processes within the café including cashing up at end of day.
- Ensuring health and safety and food hygiene regulations are adhered too
- To assist in the set-up, set down and cleaning of the café and kitchen according to procedure on a daily basis and as required
- To offer support to the rest of the OTB team when required, e.g. washing up, one to one support with members etc.
- To assist the team with marketing and promotion of offers within the café, using the OTB platform on social media to promote business.
- Assisting with stock control and ordering supplies agreed with the Manager
- To be an active and supportive team member, contributing in a constructive manner and treating all Outside the Box members and customers with fairness and courtesy
- Comply with all risk assessments, health and safety, hygiene, equal opportunities and other company policies and procedures
- Assist with promotion and administration of the cafe and maintain all records as required by the Manager
- To undertake other duties that are commensurate with the post.

## Person specification

The table below identifies the essential and desirable skills, qualifications, experience and personal qualities required for the role.

<b>Essential</b>	<b>Evidence</b>
Minimum 1 years' experience of working within a front of house setting/ café or hospitality	CV, letter of application and interview
Knowledge and experience of customer service in catering/hospitality	CV, letter of application and interview
Barista trained or willingness to learn	CV, letter of application and interview
Able to work flexibly and as part of a diverse team (including volunteers and adults with learning disabilities)	CV, letter of application and interview
Passion for excellent customer service	Letter of application and interview
Effective interpersonal style including: <ul style="list-style-type: none"> <li>- Excellent communication skills</li> <li>- Good team working skills and able to work on own initiative</li> <li>- Work well under pressure</li> <li>- Ability to relate to people of all ages, abilities and backgrounds</li> </ul>	Letter of application and interview
At all times exercise a high standard of personal integrity and professional	CV, letter of application and interview
A strong commitment to the ethos, social aims and values of Outside the Box (our core values are: can-do'; respect; inclusion; quality; progression; and enterprising)	CV, letter of application and interview
<b>Desirable</b>	
Willing to become food hygiene qualified (if not already qualified)	CV, letter of application and interview

Knowledge of and commitment to healthy, nutritious food and drinks	CV
Experience of marketing/ promotion and social media	CV, letter of application and interview

### **Additional Information**

- Note that as this post will have responsibility for working with vulnerable adults it is subject to an Enhanced DBS check.

### **Applying for the post**

To apply for this position please send:

- A cover letter
- A full CV

To: **Catering Manager**  
**Outside the Box Café**  
**Ilkley Community Enterprise Ltd**  
**2-4 Bridge Lane**  
**Ilkley, West Yorkshire**  
**LS29 9HN**

Applications can be sent as attachments to an email to [cafe@outsidetheboxcafe.com](mailto:cafe@outsidetheboxcafe.com)

Closing date: Monday 20<sup>th</sup> March 2020

If you have any queries on this post or would like any further information please call Debbie Woodburn, Catering Manager on 01943 431173