



outside the box

MORE THAN JUST A CAFE

Job Title: **Apprentice Café Assistant**
Hours of Work: **Minimum 30 hours per week**
Reporting to: **OTB Café Manager**

Outside the Box

Set up and run by local charity Ilkley Community Enterprise Ltd, 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.

A major part of this work is Outside the Box café: a community café that operates as a commercial operation whilst also providing training and development for people with a learning disability (our members). Now in its 6th year of operation, the café has built a loyal and ever-expanding customer base and is particularly popular with families, parents and children. The café, which opens 7 days a week from 9am to 4pm:

- Won the Ilkley Hospitality Business of the Year Award 2017
- Has featured in the national media including featuring on the BBC;
- Hosts a range of local community groups and activities; and
- Continues to get excellent customer feedback and reviews for its welcoming environment, great customer service and high quality food and drinks.

As a result of growth in our business, we now wish to expand our café team to include a Café Assistant (Apprentice) role. You will be joining an enthusiastic and committed OTB team at an existing time in the development of the charity.

This is an exciting opportunity for an Apprentice to gain many new skills alongside study/college, and to progress a career in catering, hospitality or an associated area.

Purpose of the Role

The Apprentice Café Assistant will work as part of the catering and front of house team learning all aspects of the operation of the kitchen and café, including preparing food from fresh and seasonal ingredients, making drinks/Barista work, taking orders, handling cash,

serving customers and cleaning, setting up and clearing tables. You will work as part of the OTB café team alongside other staff as well as with volunteers, members (people with a learning disability) and Member Support Workers.

Working to and with the Catering Manager and wider staff team, the Café Assistant will also:

- i) Assist with the production and cooking of our OTB jams and chutneys, following set recipes and procedures, for resale in the café and to local buyers
- ii) Help to research potential new menu offers for the café, including looking into new and emerging food and drink trends and supporting the café's marketing and promotion
- iii) Provide support as appropriate with OTB's external catering activities and local events.

Main responsibilities and tasks with full training provided

Kitchen/café

- Assisting with all food preparation and cooking in the kitchen including cooking and baking under the guidance of the kitchen lead
- Assisting with the cooking and production of jams and chutneys to set recipes and standard under the guidance of the Catering Manager and other kitchen assistants
- Assisting with the serving out of food and drinks to customers
- Maintaining the highest standards of food preparation and presentation
- Maintaining excellent hygiene practices and levels of cleanliness and all relevant checks and records e.g. cleaning and temperature records
- Washing and drying up and assisting with café laundry
- Assisting with the setup, set down and cleaning of the café and kitchen according to procedure on a daily basis and as required
- Other tasks as required including for example helping with external catering orders, customer surveys/encouraging customer feedback, assisting with marketing and promotion.

Front of house

- Preparing and serving cold and hot drinks (Barista training provided)
- Greeting and serving customers in a pleasant and courteous manner
- Taking food and drink orders and using the till/cash and card handling
- Checking that orders have been correctly delivered and charged
- Helping to keep the café environment safe, pleasant and welcoming
- Work alongside volunteers and members (adults and young people with learning disabilities) in the café and associated events/activities
- Helping with stock control and ordering processes.

Other

- Supporting the Café Manager and staff team with menu planning and researching market trends
- Helping with the marketing and promotion of the café, including social media
- Assisting with customer feedback/surveys
- Using own initiative and seeing what tasks need to be done.
- Maintaining standards and quality of service
- Working flexibly and as part of a diverse team
- Complying with all OTB policies and procedures including risk assessment, food hygiene, HR and safeguarding

Person specification

Essential experience/skills and qualities	How assessed
Will be undertaking a college course on a related course e.g., Hospitality or Catering.	CV and Cover Letter
Good standard of general education	CV and Cover letter
Positive, flexible and 'can do' approach to work	CV, Cover letter and Interview
Willingness to learn and progress	CV, Cover letter and Interview
Reliable, trustworthy and maintains a professional manner.	CV, Cover letter and Interview
Friendly, cheerful, positive and motivated with all that access OTB café and other services.	Interview
The ability to work effectively and flexibly with others as a competent team member as part of a diverse team (including volunteers and adults with learning disabilities)	Interview
Desirable experience/skills and qualities	
Any previous experience within a catering or hospitality environment	CV and Cover Letter
Positive about embracing challenge and change, open to experimenting and fresh ideas.	Interview

Other important information:

There will be a requirement for some evening and weekend working and for flexibility in working hours e.g. to cover busy times, specific events, staff leave.

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 letter of application setting out why you want the position and how you meet the requirements of the person specification.
- An up to date CV

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

CV's can be sent as attachments to cafe@outsidetheboxcafe.com

The National Minimum Wage (NMW) for Apprentices is £3.70 per hour. This rate applies to apprentices under 19 and those aged 19 or over who are in their first year. You must be paid at least the minimum wage rate for your age if you're an apprentice aged 19 or over and have completed your first year. For all other Apprentices the Apprentice National Minimum wage appropriate to their age applies.

Outside the Box will pay a rate of £5.00 per hour for applicants that meet the requirements of the job description.

The Wage for Apprentices applies to both time spent on the job plus time spent training.

We welcome applications aged 16 to 24 and over, but recruitment would be based on merit.