

CAFE FRONT OF HOUSE

Overview:

We are looking for a motivated and dependable individual to join our café team. In your role you will be an ambassador for the Pickaquoy Centre Trust, taking pride in customer service, maintaining high standards and contributing to the smooth running of a busy café operation.

You will be confident working on your own initiative, able to prioritise tasks and manage your workload effectively, whilst also working collaboratively with colleagues to achieve shared goals. The successful candidate will thrive in a fast-paced environment, demonstrate a strong work ethic and play an important role in delivering an excellent experience for our customers.

Hourly Rate:
£13.45 per hour

No. of Hours:
Vacancy 1: Up to 20 hours per week
We take a flexible approach to employment and are happy to discuss the availability you can offer
Vacancy 2: Casual (on a rota basis)

Responsible to:
Cafe Manager

Date Prepared:
November 2026

We are a Living Wage Employer

Main Duties:

1. Apply outstanding levels of customer service in accordance with customer service standards and the Pickaquoy Centre Values.
2. Apply up to date knowledge of all products and services, promoting sales and enhancing the customer experience where appropriate.
3. Prepare and serve hot and cold drinks, including Costa-branded beverages, in accordance with approved recipes, preparation methods and quality standards.
4. Prepare and present Cafe food items, including heating and serving products such as paninis, pizzas, soups, scones and other menu items, ensuring all food is presented to a consistently high standard.
5. Serve customers efficiently, accurately and courteously, maintaining excellent customer service standards whilst managing multiple priorities in a busy environment.
6. Take responsibility for the quality, presentation and accuracy of all products prepared and served, ensuring customer orders meet operational standards.
7. Work collaboratively with colleagues to ensure the smooth operation of the Cafe, supporting team members as required to meet customer demand.
8. Maintain high standards of cleanliness and presentation throughout the Cafe, including clearing and cleaning tables, customer areas, service points and work stations.
9. Contribute to ensuring the Cafe meets Environmental Health and internal standards for cleanliness, food handling and sanitation.
10. Undertake designated porter duties as directed by the Cafe Manager to support the efficient operation of the Cafe and wider Centre activies.
11. Receive deliveries, verify goods received against orders, monitor stock levels and assist with inventory ordering processes.
12. Ensure stock is correctly labelled, stored and rotated in accordance with food safety procedures.
13. Accurately handle cash and operate tills whilst working under pressure.
14. Use and maintain all equipment in accordance with manufacturer guidance and Pickaquoy Centre procedures.
15. Assist with opening and closing procedures, including completion of checklists and daily cashing-up requirements.
16. Ensure all duties are carried out in accordance with Health and Safety requirements and assist with emergency procedures to protect staff and customers.
17. Undertake other duties as reasonably required by the management team.
18. The post holder may be required to work at other departments/sites operated by The Pickaquoy Centre Trust.

Person Specification:

Attributes	Essential	Desirable
Professional / Educational Qualifications - • Food Hygiene Certificate		✓
Relevant work / other experience - • Experience of working in a restaurant or kitchen environment		✓
Skills and Abilities - • A good level of numeracy skills and experience of cash handling • Able to reach, bend and frequently lift up to 16kg • Able to read, interpret and understand recipes, menus, good orders, delivery notes etc • Ability to work efficiently in a fast-paced environment whilst balancing multiple tasks and completing priorities • Ability to deliver excellent customer service whilst maintaining speed, accuracy and attention to detail • Ability to work effectively as part of a team and contribute positively to a collaborative working environment	✓ ✓ ✓ ✓ ✓	✓
Personal Qualities - • Excellent communication skills and the ability to build relationships with customers and staff • Demonstrate enthusiasm, inspiring other team members to operate at their best • Commitment to being an effective team member within a small, dynamic, and innovative team	✓ ✓ ✓	
Additional Job Requirements - • To be available to work on a rota system over a busy weekend (Friday afternoon, Saturday and/or Sunday)	✓	

We are committed to inclusion and diversity, and welcome applications from groups with underrepresented protected characteristics. We are happy to discuss reasonable adjustments or arrangements for any part of the recruitment or selection process, or for the tasks and duties associated with this role.

Please note: Applications should reflect your own skills, knowledge and experience. While tools that assist with spelling and grammar may be used, applications that are substantially generated by artificial intelligence (AI) may be withdrawn from the recruitment process where they do not genuinely represent the candidate's own abilities.