



The Albany
Douglas Way
Deptford
SE8 4AG

www.thealbany.org.uk

Recruitment pack

Café Assistants

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Applying for the post

Please send a CV and cover letter to Vacancies@thealbany.org.uk explaining your experience and suitability for the role. Please also indicate what site and how many hours you would be interested in applying for.

For more information about the Albany please visit our website www.thealbany.org.uk. If you have any access needs in relation to your application and interview then please let us know.

Recruitment contact: Ceri Payne

The Albany
Douglas Way
Deptford, SE8 4AG
T 020 8692 0231 ext.206; E vacancies@thealbany.org.uk

Do you have a passion for preparing food and drink, while offering the best customer service? If you can work independently and maintain high standards, you could consider joining the thriving food and beverage team at the Albany or at Canada Water

About us

The Albany, in the heart of Deptford, is a vibrant performing arts venue, with a strong focus on working with diverse, local communities. Our mission is to provide:

- An artistic and community resource where diversity and creativity flourish
- A space where new talent is nurtured and exposed to ideas from across the world
- High quality creative experiences relating to the communities we serve
- A creative centre for learning within the community, contributing to the cultural, social and economic benefit of South East London

The Albany also manages community and performance spaces at Deptford Lounge and Canada Water Library on behalf of Lewisham and Southwark Councils, including the 150-seat studio theatre at Canada Water. The combined footfall across all three buildings is now in excess of a million a year.

www.thealbany.org.uk
www.canadawatertheatre.org.uk
www.deptfordlounge.org.uk

About the role

You will play a key role in delivering excellent presentation, sales and delivery of the food and drinks offer, providing the highest quality of customer care and in making all visitors feel welcome.

The position requires a passion for customer service, an understanding of food and sales principles as well as a hardworking and dedicated attitude. You will need to be an extremely flexible person who can prioritise and manage their time and workload. The ability to think on your feet and work under pressure is essential.

.Job Purpose

- To provide a high quality food and drinks service to our customers
- To prepare serve and sell food and drink ensuring a welcoming, friendly and inclusive atmosphere
- To work with other staff to ensure all visitors have a satisfying experience at our venue

• Main Responsibilities and Duties

- Provide a confident and efficient customer service
- Ensure the café / bar is welcoming, presentable and safe at all times
- Prepare and serve customers food, drinks, alcoholic beverages and other products
- Maintain a good knowledge of the café and bar menu and advise customers on their choices
- Correctly process sales through the till, handle cash and card payments; cash up at the end of the shift rectifying and/or explaining any discrepancies
- Ensure daily checks, opening/ closing procedures and cleaning routines are carried out as directed and that all Food Hygiene and Health & Safety standards are complied with
- Set up and clean tables, chairs, counter and display areas; clear used crockery, use dishwasher and put away clean crockery, cutlery and equipment
- Ensure alcohol is sold in line with the Licensing Act 2003 and the 'Think 25' policy
- Maintain high levels of personal hygiene and wear safe work clothing
- Assist with refreshments at private functions and at other points of sale as necessary
- Be aware of the emergency evacuation procedures and assist other staff and the public in an evacuation.
- Undertake any other duties reasonably requested by the line manager

Terms

Canada Water

Responsible to: Café Supervisors
 Start date As soon as possible
 Contract 20 - 40 hours available
 Salary £8.30 per hour

The Albany

Responsible to: Café Supervisors
 Start date As soon as possible
 Contract 20 - 24 hours available
 Salary £8.30 per hour

Person Specification

Essential

- Experience in a customer facing role
- Experience working in a café or catering environment
- Experience of working without supervision, on your own initiative and ability to motivate yourself for the duration of the shift
- Confident customer care skills as this position will involve working alone
- Knowledge of health and safety / food hygiene procedures
- High level of numeracy and accuracy
- Basic level of IT literacy (MS Office)
- Confidence in handling cash and cashing up
- Good communication and interpersonal skills
- Ability to cope with and enjoyment of a fast-paced working environment
- Punctuality, reliability and good time management skills
- Commitment to Equal Opportunities
- General physical fitness to work on your feet throughout the shift and perform frequent manual handling tasks
- Available to work weekends and afternoon/evenings

Desirable

- Food Safety certificate
- Ability to be confident and positive when dealing with complaints or difficult customers
- Health & Safety certificate
- An interest in the arts, learning and leisure industry and an enthusiasm for working in a socially engaged and culturally diverse environment,
- Fire Safety and First Aid qualifications

