

Café Casual Assistant

Job Description

Background

Llantarnam Grange is Cwmbran's Centre for Contemporary Art and Craft.

This is an opportunity for a **Café Casual Assistant** to join the team at Llantarnam Grange, For details of our work and plans please visit www.llantarnamgrange.com

Hours

This is a casual position that will provide essential cover for the gaps in our staffing. Due to this, there will be irregular shifts and the contract will be on a zero-hour basis. Llantarnam Grange Café is open Monday-Saturday, 9.30am – 3.15pm.

Purpose of the job

The Casual Assistant will be required to provide bespoke hospitality service to our customers and visitors, offering a friendly face that can help ensure that our customers always feel welcome and able to enjoy their time at Llantarnam Grange.

At Llantarnam Grange Café we offer a changing selection of hot and cold food, as well as hot and cold drinks, and a selection of sweet treats. The **Casual Assistant** will have responsibility for serving all of our menu items.

Key Roles and responsibilities

- Serving customers a selection of teas, coffees and soft drinks, as well as hot and cold food.
- Providing excellent customer service to all visitors at Llantarnam Grange
- Contribute ideas for café focussed promotions and events
- Cash handling and taking card payments, including cashing up
- Regular stock taking
- Following food hygiene protocol
- Ensure all Llantarnam Grange's policies are adhered to
- Providing information about our education and exhibition programmes

Llantarnam Grange
Heol Dewi Sant
St David's Road
Cwmbrân
Cwmbran
NP44 1PD

f @llantarnam.grange @llantarnam_grange @LlantarnamGrnge

Person Specification

This role would suit someone looking to work in a friendly and open organisation, with some previous experience of hospitality. You will need to work well with the team but be self-motivated to work independently. We welcome applications from fluent Welsh speakers, learners or those willing to learn. We are especially interested in applicants who are looking to pursue a career in catering.

Key skills, attributes and experience

Essential:

- Experience in a customer focussed environment
- Experience handling cash and taking payments
- Ability to work independently and part of a small team
- Good attention to detail

Desirable:

- Any experience of barista training
- Awareness of food hygiene laws
- Knowledge of preparing food and drink for people with allergies
- Ability to speak Welsh
- An interest in contemporary art and craft

Access:

Working in our Café requires staff to spend a significant amount of time on their feet, some lifting, as well as potentially physically demanding tasks such as cleaning will also be required. The Café Casual Assistant will also be required to access all rooms across the three floors of our building via the stairs. Unfortunately, we do not have disabled access to these floors.

Pay:

National Minimum Wage (or the National Living Wage depending on age)

National Living Wage (21+): £12.71

National Minimum Wage (18-20): £10.85

National Minimum Wage (16-17): £8.00

The contract is on a zero-hours basis due to the flexible nature of these hours. There may be opportunities for more hours in the week to cover holiday and sick leave, and outside of our typical opening times (Monday-Saturday, 9.30am – 3.15pm) for special events and exhibition openings.

Equal Opportunities

Llantarnam Grange is committed to providing equal opportunities and we recognise our duty and responsibility to eliminate discrimination and promote equality as defined within the Equality Act 2010. We welcome and encourage applications from all backgrounds, ethnicities, ages, genders, sexualities, mental/physical disabilities and/or long-term illnesses, and religious beliefs.

Please note that this role will require standing for periods of time, manual handling and some lifting as well as potentially physically demanding tasks such as cleaning, as well as using stairs to access the three floors of our building.

To Apply

To apply for this position, send a CV to Café Manager, Holly Ivany: holly.ivany@llantarnamgrange.com or drop one off in person.

If you have any questions, please get in touch with Holly via email, or call us on 01633 483321 to chat to a member of our team.