

Job Description – Coffee Shop Assistant

TITLE: Coffee Shop Assistant

LOCATION: Blakestown Community Resource Centre, Blakestown Way, Dublin 15

REPORTING TO: Café Operations Manager

Summary of the Role:

The Coffee Shop Assistant supports the day-to-day operations of the Community Centre's Coffee Shop by delivering high-quality customer service, assisting with food preparation, ensuring high standards of hygiene and safety, and contributing to the smooth running of the café environment. The role requires professionalism, reliability, and a strong commitment to maintaining a welcoming and community-focused atmosphere.

To apply, please send a copy of your CV with a brief cover letter to manager@blakestowncrc.com by 20th August. As this role is funded through Community Services Programme, please indicate whether you are on receipt of a social welfare payment or part of an employment activation scheme, as eligibility will depend on this.

Key Responsibilities:

Food Preparation:

- Prepare hot and cold food items for customers and staff in accordance with food safety standards.
- Assist with menu preparation and presentation as directed by the Café Manager.

Health & Safety:

- Maintain full awareness of HACCP procedures and ensure compliance at all times.
- Adhere to all Health & Safety regulations as outlined in the Centre's procedures and staff handbook.
- Complete mandatory training including manual handling, first aid, and workplace safety.
- Report any safety concerns or hazards promptly to the Café Manager.
- Follow the Centre's emergency response procedures.

- Refrain from using mobile phones while on duty.

Kitchen Hygiene:

- Maintain a clean and hygienic kitchen environment, including daily floor cleaning and weekly cleaning of shelves, appliances, fridges, and cookers.
- Properly store cleaning materials and ensure they are secured in designated areas.
- Complete all items on the daily café task list and sign off tasks as required.

Stock Control:

- Participate in stock-taking as required.
- Record stock intake and food temperatures accurately.
- Request supplies only with approval from the Café Manager

Cash Handling:

- Operate the point-of-sale system efficiently and accurately.
- Ensure cash float is correctly retained and reconciled daily.
- Count, secure, and submit daily takings to the Accounts Department.

Customer Service:

- Provide a courteous, welcoming, and professional service to all customers and clients.
- Address customer concerns promptly and escalate issues to the Café Manager or Centre Manager when necessary.

Dress Code:

- Wear the full uniform and protective clothing provided at all times.
- Maintain a neat, clean, and professional appearance.
- Required uniform includes polo shirt, apron, protective footwear, black trousers, hair nets, and gloves.

Training:

- Attend all training sessions as required to support professional development and compliance.

Other Duties:

- Carry out additional duties as may be assigned from time to time in support of café operations.

Terms and Conditions

- **Hourly Rate:** €15.50 per hour
- **Hours:** 19 hours per week
- **Annual Leave:** 20 days per annum (pro rata)

This is an excellent opportunity for someone who enjoys working in a community setting and takes pride in delivering a positive customer experience.

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