

## JOB DESCRIPTION & PERSON SPECIFICATION

### COFFEE KIOSK BARISTA

<b>TITLE:</b>	Barista – Horsebox Coffee Kiosk
<b>HOURS:</b>	Zero hour contract basis (shift work on rotation, with weekend work required)
<b>BASED AT:</b>	Clan House, Aberdeen
<b>SALARY:</b>	£11.44 per hour
<b>REPORTING TO:</b>	Commercial Manager

#### CLAN CORE VALUES:

All Clan employees are required to always demonstrate supportive and respectful behaviour, not only to clients but also to colleagues and management. Colleagues are treated professionally with respect and dignity and take responsibility for operational boundaries and expectations to ensure a harmonious working environment.

All employees are required to adhere to Clan's five Core Values:

**Honesty:** We are honest, reliable, transparent and treat others with fairness.

**Excellence:** We invest and empower people, are committed to excellent and strive to provide high quality, consistent support in a healthy, safe environment.

**Accountability:** We take ownership for and are responsible for our choices and actions. We are accountable to each other and consider the outcomes of our behaviours on the achievement of our goals and tasks.

**Respect:** We value diversity of people and thought. We behave in ways that earn trust and support each other.

**Teamwork:** Clan is a community, we are welcoming and supportive, and we communicate openly. We are strong together.

#### JOB PURPOSE:

As a Horsebox Coffee Kiosk Barista, your role is pivotal in delivering exceptional customer service experiences while maintaining the highest standards of cleanliness and adhering to food safety regulations. You will be responsible for ensuring that every customer interaction is delightful, from greeting them warmly to crafting their favourite coffee beverages with precision and care. Your attention to detail and dedication to cleanliness will ensure that our kiosk operates smoothly and efficiently, creating a welcoming environment for all customers.

#### What being a Barista is all about:

- A passion for coffee and a pride for making the perfect drink, for every customer, every time!
- Serving customers with a smile ensuring they walk away happy.
- Provide excellent customer service.
- Delivering 'best in town' standards through presentation, availability and keeping the kiosk clean and tidy.
- Working as part of a winning Team: pulling together and being able to adapt to what can be a changing fast-paced environment.

#### KEY RESPONSIBILITIES & DUTIES:

##### Responsibilities:

- Make and serve specialty coffee and tea beverages.
- Speak and interact with both new and regular customers.
- Maintain a clean working environment.
- Follow health and safety guidelines.
- Observe regular and consistent attendance.

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- Contribute to a positive team environment.
- Responsible for opening and closing procedures.
- Stock Control
- Handling of banking transactions.

**Skills:**

- Barista skills preferred but not essential as training will be given.
- 1+ years preferred not essential in the customer service industry.
- Friendly, outgoing, and dedicated to outstanding customer service.
- Tidy and self-disciplined.
- Detailed-focused and passionate about product quality.
- Communication skills to allow management of social media platforms.

Successful candidates will receive full Health and Safety Standards and Barista training.

This list is not exhaustive and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with the post.

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ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Educated to GCSE level (English and Maths). Educated to degree level or equivalent experience.	Food Safety and Hygiene for catering level 2. Barista Training.
<b>Experience</b>	Previous experience in hospitality and catering + 1 year. Customer service + 1 year.	Previous experience in hospitality and catering. Customer service. Barista trained. Banking experience. Managing social media platforms.
<b>Special aptitudes or abilities</b>	Effective communicator across all levels with strong negotiation skills. Well organised and structured in approach to carrying out duties, with ability to prioritise workload effectively. Undertake a mixture of duties to a consistent high standard. Full clean driving license. Excellent verbal communication skills.	An understanding of cancer and how it can affect people's lives.
<b>Requirements of the post</b>	Must be adaptable, flexible, diplomatic, and committed to the ethos of Clan. Ability to work under pressure. Adhering to all of Clan's policies and procedures and the Code of Fundraising Practice. Successfully complete the 2 day in-house Listening and Support Training Course. PVG Disclosure.	Good customer service understanding.

Line Manager	Employee
Name:	Name:
Signature:	Signature:
Date:	Date: