

The Canadiadian Care may encomprise. Our pre-files are winnered to support, people with a learning disability to realise their full percented for a barrier full percented.

JOB DESCRIPTION

CATERING & CUSTOMER SERVICE ASSISTANT

GATELODGE CAFE SS/25/03





FOREWARD FROM DIRECTOR OF SOCIAL ENTERPRISE & OPERATIONS

Dear Applicant

Thank you for expressing your interest in the post of Catering & Customer Service Assistant. This is an important role within Stepping Stones NI working to support our trainees in the Gatelodge Cafe

The Catering & Customer Service Assistant will assist in the smooth running of the cafe and play a key role in supporting and developing our learning disability trainees.

This post requires an individual with:

- excellent communication and interpersonal skills.

- a positive and motivated persona with an absolute passion and love for hospitality and making a difference in society.

Stepping Stones NI is an award-winning organisation and offers a diverse working environment with an opportunity to impact positively to the lives of people with learning disabilities and learning difficulties through its services and social enterprises.

We have a great team and we love what we do every day. If you share a commitment to our values and believe in the work we do, we want to hear from you.

Emmett Mullally

Emmett Mullally Director of Social Enterprise & Operations



BACKGROUND TO STEPPING STONES NI

Stepping Stones NI is a multi award winning charitable organisation supporting people with learning disabilities and and barriers to learning and employment to gain new skills, qualifications and employment.

Our organisation comprises of four core services: employment, training, youth and community development.

We operate six social enterprises which include three cafes, a wedding stationery business, a picture framing business and a horticultural and wellbeing hub, as well as providing contract catering at Lisburn Civic Centre and Ards Community Hospital. Each social business serves as a realistic training platform for our trainees with 100% of our customer's money reinvested to support our work.

Over the last 26 years we have supported people who face all kinds of barriers to employment and learning including Autism, ADHD, Dyslexia and mental health barriers.

We have links with lots of employers and see the real and lasting benefit of our participants achieving paid employment through our highly successful "BE IN" Employment academies which operate across Northern Ireland.

We believe that with the right support people who experience barriers to learning and employment can get a job that they enjoy and stay in that job.

Our Values:

Respect: We respect everyone's right to a life more fulfilled and respect each other in the process

Inspire: We inspire employers and the wider community to see disability differently

Empowering: We empower each other to make a positive impact on the world and in the organisation, we work

Our Values drive our behaviours and govern our actions. They are at the heart of our Culture and define who we are, and how we present ourselves every day.

Our Behaviours:

Driven: We are driven, seizing every opportunity to create better lives Honest: We are honest and always do the right thing Positively Charged: We are positively charged and passionate to make things possible. Nurturing: We Nurture all our People to be their best Quality focused: We are quality focused, to always ensure the highest standard



JOB DESCRIPTION

Job Title: Catering and Customer Service Assistant

Reporting to: Café Manager

Responsible for: Delivering a high standard of food and customer service and supporting our learning disability trainees.

Location:	The Gatelodge Cafe, Church St, Newtownards
Salary:	21 and over: £12.21 per hour 18-20 year old: £10 per hour
Pension:	7% employer contribution
Holiday entitlement:	25 Days per annum plus 11 statutory days (Pro Rata)
Hours of work:	20 hours per week Monday – Friday, 11.30am - 3.30pm

Other Benefits:

- Private Healthcare and access to health and wellbeing platforms
- Holiday Purchase "Buy Back Scheme"
- 25% Discount in our Social Enterprises
- Volunteer Scheme Up to 2 days annual leave to volunteer with other charities / community groups
- Employee Assistance Scheme
- Take 2 Mental Health Hours
- Birthday Day Off
- Half Day Christmas Shopping
- Death in Service Benefit



KEY PURPOSE OF THE POST

To support the smooth running and day-to-day operation of The Gatelodge Café, a vibrant social enterprise that offers a practical training environment for individuals with learning disabilities.

The successful applicant will play a key role in supporting and developing our trainees as they build valuable hospitality and customer service skills.



Key Duties

- Ensure a clean, friendly, and positive working environment throughout the cafe for staff and trainees whilst maintaining high levels of customer service.
- To serve customers in a friendly and timely fashion to a high standard, recommend specials, take orders, liaise with kitchen staff, display and serve food and drinks in a professional manner.
- To re-stock fridges, condiments and food display areas throughout the day and clean/clear and re-dress tables in a timely fashion.
- Assist in ensuring a professional display of all food items, maintaining a clean and professional working environment in order to meet the customer needs, expectations, trends, and seasonal changes in a competitive market environment.
- Deal with customer queries and payments.
- Keep up to date to with all food items served in the café, allergens, and ingredients, in order to provide accurate information for customers.



Trainee Welfare

- Work with the rest of the team to maintain an environment suitable for learning, encouraging and supporting the trainees to gain appropriate employment and social skills and provide them with opportunities to develop their confidence.
- Support trainees to complete various jobs such as cleaning, taking orders, setting tables, by providing them with adequate support in accordance with their learning needs.
- Feed into other Stepping Stones NI Staff/Departments in relation to the development and progression of people with a learning disability.
- Ensure the health and safety of clients and report any incident, or safeguarding incident, using the appropriate processes.
- Keep accurate trainee records using our internal database "EVIDE" and feed into organisation's reporting of trainee progression and ISO.



Health & Safety

Ensure that all duties are carried out to comply with:

- The Health and Safety at Work (N.I.) Order 1978.
- Acts of Parliament, Statutory Instruments and Regulations and other legal requirements.
- Agreed Codes of Practice; including the COSHH Regulations and Safe Working Practices manuals.
- Ensure that all equipment is maintained in an appropriate and safe manner, with any defects being reported immediately.
- Co-operate with staff and Management to maintain our Health and Safety policy i.e. reporting and recording accidents using accident books, relevant paperwork.
- Undertake Health and Safety and Environmental training as identified by Stepping Stones NI.



General

- Ensure that high levels of customer focus are always maintained.
- To comply with organisational code of practice and attend all mandatory training to ensure compliance.
- All staff are to contribute to the continual improvement of the Quality management system.
- Comply fully with Stepping Stones NI Safeguarding Procedures.
- Ensure accurate record keeping in line with organisational data protection and confidentiality policy.
- To attend any meetings as and when required, for example team meetings.
- Ensure compliance in all activities in accordance with the Company's Equal Opportunities Policy.
- Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation and the Company's Policies and Procedures.
- To communicate effectively with customers, staff, and all stakeholders of Stepping Stones NI in a professional manner understanding Stepping Stones NI values.

This list is not exhaustive, and the role of the Catering and Customer Service Assistant may change to meet the nature of the business and service.



PERSON SPECIFICATION

Essential Education & Attainments:

- GCSE English and Math's or equivalent (Level 2 Essential Skills).
- Food Hygiene Certificate Level 1.

Essential Experience:

- Minimum 1 years experience gained within the last 5 years of working in a hospitality environment.
- Availability to work specified hours.
- Experience of cash handling.

Specialist Skills & Aptitudes:

- Positive attitude in leading a cafe team.
- Computer literate.
- Excellent communication and interpersonal skills.
- Ability to display merchandise professionally.

Personal Qualities:

- Ability to work as part of a team and be flexible and adaptable to effectively prioritise tasks.
- Be positive, self-motivated and a self- starter.
- Understanding of the issues/barriers faced by adults with learning disabilities in relation to working in a cafe environment.
- Flexible approach to work across Stepping Stones NI other catering sites.
- Reliable attendance and timekeeping.

Desirable Experience:

- Current Food Hygiene certificate Level 2.
- Experience of working with adults with learning disability.
- 1 years' Barista experience provision of quality coffees.



SELECTION PROCESS

Application is by submission of an up to date cv and covering letter to: <u>martha.tumelty@stepping-stones.org.uk</u>

Applications will be shortlisted against the criteria detailed in the job description.

If we receive a high number of applications, we reserve the right to increase the number of competencies that the candidates will have to demonstrate.

Short-listed candidates will be invited to attend a first stage interview to assess the candidates suitability for the role.

Where the quality of applications is particularly high applicants may be invited to a second stage interview.

Stepping Stones NI is an equal opportunities employer.

Years Changing live

Closing date: 4pm, Friday 25th April 2025