QUAKERS IN BRITAIN
JOB DESCRIPTION

JOB TITLE: Café Assistant

REPORTING TO: Floor Manager- Front of House

DIRECT LINE REPORT: NA

TEAM SIZE/INDIRECT LINE REPORTS: The Café Assistant works as part of the Front of House team and supports colleagues during busy periods.

DEPARTMENT: Operations

DATE: May 2026

Job Purpose

The Café Assistant provides friendly, customer-focused service in the café, supporting the day-to-day delivery of food, beverage, and retail operations. The role ensures the café is clean, well-presented, and fully stocked; prepares and serves drinks and food; and supports smooth service during busy periods. The Café Assistant also assists wider FOH operations when required, contributing to an inclusive, welcoming environment for all visitors.

Main responsibilities

• Deliver excellent customer service in the café, serving food and drink and supporting a welcoming customer experience.
• Prepare hot and cold beverages, including barista-made drinks (training provided).
• Maintain high standards of cleanliness, presentation, and food safety throughout the café and seating areas.
• Restock shelves, counters, fridges, and displays, ensuring products are rotated and presented attractively.
• Support stock receiving processes, reporting issues or discrepancies to the Café Supervisor or FOH Manager.
• Follow cash-handling and EPOS procedures accurately, including processing payments and supporting end-of-day routines.
• Assist with washing up, clearing tables, cleaning equipment, and ensuring a safe and tidy environment.
• Support colleagues across FOH areas—such as Bookshop or Reception—when needed (training provided).
• Follow all Health & Safety, Food Hygiene, allergen, cleaning, and equipment

procedures.
• Report equipment faults, safety concerns, or incidents promptly using the appropriate channels.
• Contribute to sustainability practices, minimising waste and supporting recycling procedures.
• Uphold Quiet Company's values of inclusion, equality, sustainability, and customer care.
• Undertake any other reasonable tasks required to support the smooth running of café and FOH operations.

Working hours, conditions and other core details

The role is site-based and worked on a flexible rota that may include early mornings, evenings, weekends, and occasional public holidays depending on business needs and events.
The work is physically active, involving prolonged standing, manual handling, working with hot equipment, and safe use of cleaning chemicals.
Home working is not applicable.

Other Responsibilities:

- To undertake duties and responsibilities commensurate with the post
- Support the Quaker Leadership Framework and Quaker Values.
- Responsible for ensuring that QiB's Safeguarding Policy is adhered to in all aspects of the role
- Responsible for ensuring that QiB's Equal Opportunities Policy is adhered to in all aspects of the role
- Responsible for ensuring that QiB's Health & Safety Policy is adhered to at all times
- Responsible for ensuring that QiB's commitment to sustainability is adhered to in all aspects of the role
- Responsible for ensuring that QiB's Staff handbook is adhered to at all times.
- A commitment to championing equity, diversity and inclusion in our workplace community

Safeguarding Requirements:

- Completion of mandatory training modules on safeguarding adults and children, including annual refresher training.

QUAKERS IN BRITAIN
PERSON SPECIFICATION

Job Title:	Café Assistant
Department:	Operations
Date:	May 2026

Essential Knowledge, Skills, and Experience

- Understanding of basic hospitality or customer-service operations. (I)
- Awareness of Food Safety and Health & Safety procedures. (I, As)
- Knowledge of safe manual-handling practices (training provided). (I, As)
- Experience working in a café, hospitality, retail, or customer-facing role. (A, I)
- Ability to work in a team and independently. (I, As)
- Organisational skills and ability to follow schedules and standards. (I, As)
- Confidence using basic IT/EPOS systems (training provided). (A, I, As)
- Strong communication skills with a friendly, calm manner. (I, As)
- A good understanding of equity, diversity and inclusion in the workplace

Essential Behaviours:

- Sympathetic to Quaker values and ethos (training provided). (I)
- Positive, can-do attitude and pride in delivering excellent service. (I)
- Treats customers and colleagues with respect, patience, and professionalism. (I)
- Supports the wider FOH team proactively. (I, As)
- Takes ownership of tasks and meets agreed standards. (I, As)
- Calm, adaptable, and solution-focused during busy periods. (I, As)
- Reliable, punctual, and consistent in day-to-day duties. (A, I)
- Open to learning, feedback, and continuous improvement. (I)
- Helps foster a welcoming, inclusive culture aligned with Quiet Company values. (I)
- Demonstrates strong commitment to customer care. (I)

Essential Qualifications

- Level 1 Food Hygiene (or willingness to obtain). (A)

Desirable (Not Essential)

- Basic Health & Safety training. (A)
- Manual Handling training. (A)
- Customer Service training. (A)
- Barista skills. (A, I)
- Experience in hospitality, café, retail, or events. (A, I)

For management use only: (A: Application or CV, I: Interview As: Assessment at selection)