

## Job description

<b>Job title</b>	Barista/ server
<b>Contract</b>	Permanent
<b>Hours</b>	Full time & part time available
<b>Salary</b>	£11.05 per hour
<b>Service setting</b>	Head Room Café, Golders Green, NW11 8EN

### Organisation

Head Room Cafe is a social enterprise by the mental health charity Jami, serving fresh, vibrant middle Eastern-inspired kosher food and drink. It is a community hub, bringing awareness, education and access to mental health support to the high street.

We are looking for a passionate and empathetic Barista to join Head Room Cafes friendly team. The ideal candidate will have experience working in the hospitality sector in a customer facing role with the ability to work in a fast-paced environment whilst delivering excellent service.

Our Baristas are expected to take an active interest in Jami and signpost customers to the programme of events run at the café during service. All our staff are strong mental health advocates and enjoy the culture of the café which is a safe space for the community. Due to this, we are looking for the right person to join our team. No Barista experience is needed as full training will be provided.

Flexible working days Sunday – Friday. Working hours would generally be from 7.30am – 4.30pm with some evening work when there are events.

### Job purpose

- Welcoming and serving each customer with warmth, respect and kindness.
- Building positive relationships with customers
- Preparing and serving hot and cold drinks, crepes and sandwiches.
- Where appropriate, asking customers if they know much about Head Room Café and Jami. If not sharing this information.
- Communicating with customers about the Head Room Café Community Programme and Jami services. Explaining how they can access these services.
- Cleaning and sanitising work areas, utensils, and equipment
- Following all food safety and health safety requirements

- Daily fridge and food temperature checks
- Describing menu items and suggesting products to customers
- Serving customers and taking orders
- Liaising with our café manager for ordering
- Organising and keeping on top of stock levels
- Receiving and processing customer payments
- Opening and closing the cafe
- Keeping up to date with the Head Room Café Community Programme and Jami services
- Attending training related to food and drink.
- Participating in regular training and development related to related to mental health.

### Key relationships

- Café Manager
- Catering Manager
- Kitchen Staff

### Knowledge and experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Passionate about customer service and the ability to communicate effectively with customers, service users, donors and colleagues</li> <li>• Able to work under pressure, individually and as part of a team with a flexible approach to meet the needs of the business and the community.</li> <li>• Confident working in a standalone role. At times you may come in contact with service users or members of the community that are unwell or distressed.</li> <li>• Experience gained in a Team leader/ Supervisor role</li> <li>• Understanding of Allergens</li> </ul>	<ul style="list-style-type: none"> <li>• Lived experience of mental health problems/ distress/ using mental health services.</li> <li>• Understanding of Jewish Kashrut laws would be beneficial.</li> </ul>

<ul style="list-style-type: none"><li>• Ability to work unsupervised</li><li>• Comfortable with EPOS software</li><li>• Basic math skills</li><li>• Adaptable to change</li></ul>	
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## Knowledge and Experience

### Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

### Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

### Equality and diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

### Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For further details please contact **Andrea Kalmar** on 020 8458 2223 or email [andrea.kalmar@jamiuk.org](mailto:andrea.kalmar@jamiuk.org)

To apply for the role, please send your CV and covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org).