

Job Title: Ribblehead Tearoom Café Assistant / Senior Café Assistant

Location: Ribblehead Tearoom (with occasional duties at Horton-in-Ribblesdale)

Reports to: Café Manager (TBC)

Hours: To be agreed (daytime, weekends and seasonal peaks)

Job Purpose

To support the day-to-day operation of Ribblehead Tearoom through **hands-on cooking, food preparation, cleaning and customer service**. The role also includes **supporting Volunteer Team Leader and coordinating volunteers** and providing **holiday and sickness cover for the Café Manager** when required.

Key Responsibilities

Food Preparation & Service

- Carry out **daily cooking and food preparation**, including breakfast sandwiches, light meals, cakes and pre-packed food.
- Assist with preparation of food for both Ribblehead and Horton where required.
- Maintain consistent standards of quality, presentation and portion size.
- Serve customers in a friendly, efficient and professional manner.

Volunteers & Team Support

- In conjunction with Volunteer Team Leader, support, guide and coordinate **volunteers on shift**, allocating tasks and providing basic training.
- Act as a point of contact for volunteers during day-to-day operations.
- Encourage a positive, inclusive and supportive working environment.

Cleaning & Hygiene

- Maintain high standards of **cleanliness across kitchen, service and customer areas**.
- Follow all **food safety, hygiene and allergen procedures**.

- Complete daily cleaning schedules and basic hygiene records.

Operations & Cover Responsibilities

- Open and close the café when required.
- Be aware of and assist volunteers with basic management and EPOS procedures.
- Provide **holiday and sickness cover for the Café Manager**, taking responsibility for daily operations when needed.
- Report issues, faults or stock shortages to the Café Manager or Commercial Manager.

Person Specification

Essential

- Experience in a **café, kitchen or food service environment**.
- Food Safety Level 2 (or willingness to train).
- Practical cooking and food preparation skills.
- Good understanding of **food hygiene and safe working practices**.
- Reliable, flexible and able to work independently.
- Comfortable supporting volunteers and taking initiative.
- Friendly and confident dealing with the public.

Desirable

- Barista or customer service experience.
- Experience working with volunteers or community organisations.
- Previous responsibility for opening/closing premises.

Personal Qualities

- Hands-on and proactive.
- Calm and organised during busy periods.
- Takes pride in cleanliness and food quality.

- Positive, approachable and team-focused.
- Willing to step up when required.