



JOB DESCRIPTION

Job Title:	Café Assistant
Responsible to:	Café Manager
Responsible for:	N/A
Operational Area:	Sussex and Surrey
Location:	Crawley
Date:	August 1 2026

JOB SUMMARY

This post will support a vibrant community café providing a comfortable, welcoming and inclusive meeting place for residents and visitors to enjoy good quality, healthy and affordable refreshments and shared activities throughout the year.

You will provide quality food and beverages relevant to the requirements and backgrounds of the café users and local community and develop a welcoming and efficient environment for all those using the café.

You will also be responsible for supporting café functions or retail activities.

Main Duties

KEY AREA: CAFÉ DELIVERY

- To provide a welcoming front of house service to customers
 - To assist in the preparation of food products
 - To assist in the serving of meals to customers and the setting and clearing of tables.
 - To assist in the preparation and serving of beverages
 - To assist in the preparation and delivery of buffet and cake orders
 - Restock supplies
 - Assist the Café Manager in developing seasonal menus to maintain customer engagement
 - Comply with all Food Hygiene and safety regulations
 - Responsibility for customer transactions received through the café on a daily basis.
 - Completion of opening and closing cleaning checklists (when applicable)
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KEY AREA: PARTNERSHIP & STAKEHOLDER WORKING

- Builds strong links with partners and stakeholders through efficient and creative delivery of café services.
- Maintain effective working relationships with café and centre staff
- Support community events and café based activities

KEY AREA: VOLUNTEER MANAGEMENT

- Supervise and support café volunteers

KEY AREA: CUSTOMER SERVICE

- Actively assists with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered to both café and centre customers.
- To assist with/supervise the smooth running, timely preparation and delivery of high quality food and drink products.
- To promote and encourage a friendly and inclusive atmosphere

KEY AREA: QUALITY

- Focuses on customer satisfaction and delivers a quality service to the agreed standards

KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK

Groundwork South is committed to safeguarding and promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

- To adhere to the Safeguarding Policy and Procedures.
- To adhere to the Safer Recruitment Policy & Procedure.
- To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- To complete any Safeguarding Awareness training as required by Groundwork South
- If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: HEALTH & SAFETY

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety. Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to line manager
 - To comply with Groundwork South Health & Safety Policy and Regulations
 - To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
 - Use, store and maintain tools and equipment in line with Health and Safety best practice
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ADDITIONAL RESPONSIBILITIES

- Adheres to all the policies and procedures of the organisation
- Contributes to the Trust's work in maintaining existing and achieving future accreditations and standards
- Commits to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post
- Any other duties commensurate with the level of the post.

GROUNDWORK SOUTH VALUES

All employees of Groundwork South are required to understand and contribute to the organisation's values. Groundwork South is committed to transforming people's lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set of values:

- Passion
 - Commitment
 - Empathy
 - Professionalism
 - Innovation
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Factor	Criteria	Essential	Desirable
Knowledge	Demonstrable knowledge of Food Standards Agency practices and food hygiene procedures.	X	
	Demonstrable knowledge of current Health and Safety practices in the workplace and catering environment.	X	
	Relevant qualification in catering or food preparation		X
	Demonstrable knowledge of community engagement activities.		X
Experience	Demonstrable experience of working in a catering environment and adhering to Food Hygiene practices	X	
	Proven track record to prepare and cook food to a high standard.	X	
	Demonstrable experience of partnership working with public, private and voluntary sectors		X
Skills	Excellent communication and negotiation skills, both written and verbal to be able to communicate with a wide variety of customer groups and suppliers	X	
	Demonstrable literacy and numeracy skills with financial and business awareness		X
	Excellent IT skills using the Microsoft Office Suite and use of the internet.		X
Ability	Ability to accurately record daily café takings	X	
	Ability to manage workloads and competing priorities in an often deadline orientated environment	X	
	A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision		X
	Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results		X
Special Requirements	Able to work regularly at weekends, especially during seasonal peaks in demand such as Easter holidays and school Summer holidays, bank holidays and attendance at occasional evening events.	X	

TERMS AND CONDITIONS

Rate of Pay:	£13.45 per hour (aged 18 and over) £8 per hour (aged 16 – 17)
Contract:	Zero hours contract
Hours of work:	Groundwork makes no promise or guarantee of a minimum level of work to you and you will work on a flexible, "as required" basis.
Place of work	Your normal place of work will be The Walled Garden Café, Tilgate Park, Crawley, RH10 5PQ. You may be required to travel on Groundwork's business to carry out your duties at other locations as may be required for the proper performance of your duties.
Holidays:	Your holiday entitlement will depend on the number of hours that you actually work and be pro-rated on the basis of a full-time entitlement of 28 days' holiday during each full holiday year (including the usual public holidays in England and Wales). Holiday will be allocated in hours.
Pension	Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme, or such other registered pension scheme as has been set up by Groundwork. Participation in such schemes is subject to satisfying certain eligibility criteria and the rules of such scheme as amended from time to time.
References:	Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary.
Proof of Eligibility of right to work in the UK	Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006.
Training:	Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

I have read and agree that this job description and person specification accurately defines the role.

Signed

Printed

Date