



NEW COLLEGE
OXFORD

Café Bar Barista

Overview:

About the College

Founded in 1379, New College is one of the oldest and largest of the colleges of Oxford University. The colleges are independent, self-governing establishments which function both as academic institutions and as social and residential centres for students. New College currently has approximately 420 undergraduate and 200 graduate students, studying most of the subjects offered by the University of Oxford.

About the job

We are currently looking to recruit a Barista to look after the daytime operation of our new on-site café bar. Our café bar currently opens daily between 11am and 6pm, six days a week. The café bar is one part of our £10m catering refurbishment in 2015, and so benefits from new facilities sandwiched between our 14th century Hall and the 12th century City Wall of Oxford.

The café is a new facility that we are offering to our students, staff, summer schools and conference delegates, and so the job offers an exciting opportunity to not only help deliver excellent food and beverage services, but also to shape our service delivery and continually adapt and evolve to offer an exceptional commercial offering.

During term time the post holder would be working the coffee shop opening hours of 10:30am to 6pm with more variable hours being required out of term time when the post holder will be expected to perform a role within the Food Service department which may have more varied hours.

This is a full time post although a job share would be considered.

Responsible to: Food Service Manager, Catering Manager

Liases with: Bar Manager, Head Chef, Conference and Events Manager, Catering Secretary, Food Purchasing Officer, Housekeeping

Typical duties:

1. Delivering an attractive food and beverage service

- Serving and presenting hot and cold drinks, food and snacks quickly and efficiently, to a high quality and consistent standard
- Using an espresso machine to produce coffee, taking pride in delivering excellent quality coffee and following our recipes and procedures
- Presenting an attractive product display with appropriate signage and customer information
- To actively promote the café bar sales

- Maintain appropriate stock levels, reordering when necessary and suggesting new or seasonal products
- Accurately recording purchases using a till system, and handling University Card, cash and debit card payments
- Daily cashing-up and recording of daily totals, and responsibility for maintaining a float and passing takings to The Bursary

2. Regular cleaning and maintenance

- Keeping the front-of-house areas clean, with duties including wiping tables, collecting cups and mopping floors
- Cleaning the bar and service areas, including surfaces, coffee machine and grinder, floors, fridges and emptying of bins
- Looking after our crockery, glasses and service equipment, washing after use and reordering replacements when needed
- Performing routine cleaning tasks on catering equipment, particularly the espresso machine
- Replenishing cleaning chemicals

3. Enabling and developing an exceptional customer experience

- Maintaining an efficient and friendly customer service
- Striving to continually improve in delivering an excellent customer service, so as to meet our customers' needs and enable growth
- Building an excellent knowledge of our products, particularly allergen information, and being able to advise on and recommend products to customers
- Encouraging regular feedback from customers, handling complaints, and suggesting new products or ideas and leading their implementation

4. Healthy, safe and hygienic working

- Compliance with all legislation and College policy, in particular Health and Safety and Food Hygiene legislation
- Following best practice with regards to manual handling, hazard awareness, chemical use, and food hygiene and safety
- Maintaining high standards of hygiene and presentation both personally and of catering facility areas
- Reporting any hazards or issues to the Food Service, Catering, or HR Managers

5. Other duties

- Performing other duties as required by the Food Service Manager and Catering Manager
- Working as part of the Buttery food service team during quieter periods, such as during the conference season

Personal specification:

Essential:

- A bubbly, outgoing and friendly personality with a courteous manner
- Excellent personal and professional hygiene
- Excellent customer service skills, with a motivation to consistently deliver an excellent customer experience
- Excellent organisation skills, with an attention to detail and accurate record-keeping
- Good written and verbal English
- Proactive and the ability to take initiative
- The ability to handle multiple tasks at a time, and to work quickly and efficiently under pressure
- The ability to work independently and as part of a wider team

Desirable:

- Experience working as a barista
- Experience working in food service
- A passion for coffee!

Benefits:

Salary: £8.45 per hour

Holidays: 4 weeks in the 1st year, rising to 6 weeks in the 2nd and subsequent years, plus Bank Holidays. [1 week's holiday must be taken at Christmas and again at Easter to coincide with the College closed periods, and a further 2 weeks must be taken during the Summer Closed period]. As May Bank holidays fall in term, staff are required to work these and will get a day in lieu at a mutually convenient date.

Other benefits include free lunches, pension scheme, uniform, child care vouchers, subsidized bus passes