

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg  **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:** | **Coffee Van Manager and Barista – Part time 25 hours** |
| **REPORTS TO:** | Head of People, Culture and Support Services |
| **PAY BAND:** | Level 2 |
| **LOCATION:** | Hospice HQ, Strang, Braddan – however, role includes travel across the Island |

**PURPOSE OF ROLE:**

The purpose of this role is to establish, manage and operate Hospice’s new “Care for a Drink” coffee van as a visible and popular addition to the food and drink scene across the Island, with all profits funding Hospice’s charitable services.

The person in this role will have the dual purpose of using the coffee van to maximise income generation for the benefit of Hospice Care and to raise the overall visibility of Hospice, its services and its value to our Island’s community.

**KEY DUTIES:**

* Maximising attendance at a range of events throughout the year, including a combination of internally generated Hospice events and proactively seeking attendance at external Island events
* Managing and organising the van bookings process, including responding to all queries relating to the Hospice van via a dedicated email address
* Managing and maintaining appropriate stock levels for all catering van related items, including ingredients for cake baking, coffee beans, cups, milk, soft drinks etc
* Preparing and stocking up the van for events and driving it to and from the appropriate sites
* Working in partnership with the Volunteer Services Manager to build and maintain the volunteer rota to work on the van, ensuring sufficient staffing for events and accommodating breaks and shift periods where required
* Providing training and support to volunteers as required, ensuring they feel comfortable and capable in undertaking their roles
* Working on the van at events, including serving customers and undertaking barista duties serving coffees
* Understanding and acting as a positive ambassador for Hospice whilst on site at events, sharing Hospice’s key messages and acting in accordance with our values
* Leading the process to clear down and clean the van post event, establishing and following a standard process to do so.
* Working with the Hospice Estates Officer to manage and maintain the equipment in the van, ensuring that all relevant health and safety and food hygiene requirements are adhered to
* Ensuring that we meet our responsibilities in relation to customers with allergies or dietary requirements
* Agreeing and meeting annual income targets for the van, with the first year being a target to achieve £10,000 profit for Hospice Care

**Health and Safety**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

As the Coffee Van Manager, the person in this role will also be required to pro-actively minimise health and safety risks for their team, investigating and resolving any health and safety incidents that occur.

This job description is not meant to be exhaustive and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

**Person Specification: What we need you to bring**

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| Food and Hygiene Level 2 Award achieved (or willing to undertake immediately – support to achieve this will be provided by Hospice if necessary) | **E** | **A & I** |
| **Experience:** | | |
| Customer service experience | **E** | **A & I** |
| Hospitality, food and drink preparation and/or service | **E** | **A & I** |
| Barista experience in any context | **D** | **A & I** |
| **Skills/Competencies:** | | |
| Able to deliver a friendly, positive and efficient customer experience for all our coffee van customers | **E** | **A & I** |
| Barista skills – the ability to make and serve a range of coffee to standard customer requirements | **E** | **A & I** |
| Strong verbal communication skills to be used in a range of ways including   * the ability to be a positive advocate for Hospice * fostering teamwork, motivating and supporting a group of volunteers * confidently leading on the event bookings process | **E** | **A & I** |
| Written communication skills including the ability to document standard processes for yourself and others | **E** | **A & I** |
| Able to problem solve in the moment as required | **E** | **A & I** |
| Able to spot and pursue event opportunities as they arise | **E** | **A & I** |
| Competent in food and drink preparation and service | **E** | **A & I** |
| Methodical, planful and accurate approach to key tasks such as event bookings, stock control and cashing up | **E** | **A & I** |
| Able to calculate costs for drink orders and process payment using card payment machines | **E** | **A & I** |
| **Personal Qualities/Behaviours:** | | |
| Flexible “can do” approach to work | **E** | **I** |
| Self motivated, enjoying the freedom to operate with minimum supervision | **E** | **I** |
| Willing to demonstrate behaviours at work that are in accordance with Hospice’s values to:  Act with Compassion  Be Collaborative  Commit to the Cause | **E** | **I** |
| Interest in speciality coffee provision | **D** | **I** |
| **Other:** | | |
| Able to undertake the manual set up and clean down of the van including moving and handling large water bottles and the generator | **E** | **A & I** |
| Ability to work a combination of weekends, early starts, late finishes or bank holidays, as events demand | **E** | **A & I** |
| Full, valid driving licence so able to drive the van to and from venues | **E** | **A & I** |
| IOM Worker | **D** | **A** |

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| **How we will assess you** | | | |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | **T** Test to assess your  practical competence |