

JOB DESCRIPTION

Job Title:	Coffee Shop Assistant – Bank Position		
Responsible to:	Directly:	Centre Manager	
	Indirectly:	Director of Enterprise, Community & Youth	
Responsible for:	Directly:	N/A	
	Indirectly:	N/A	
Based at:	<i>[Erdington]</i> (although this base may be moved by negotiation, according to the needs of the business)		

Organisation Context

YMCA Heart of England is an independent charity, and registered provider of social housing, affiliated to the national and international YMCA Movement. YMCA enables people to develop their full potential in mind, body and spirit. Inspired by and faithful to our Christian values, we create supporting, energising and creative communities where young people can truly belong contribute and thrive.

Since 1849 we've been serving the people of Birmingham, Coventry and Warwickshire in a variety of ways from numerous locations across the region. Today we:

- Provide over 350 units of supported accommodation to people who have been homeless, helping them to live independently.
- In addition, we provide general needs accommodation for when they no longer need the intensive support YMCA traditionally provides.
- Provide affordable childcare from our nursery, trying to give children the very best start in life.
- Provide out-of-school clubs, and holiday playschemes for older children.
- Provide youth services and safe spaces for young people to engage and interact.

We employ around 100 people who are supported by a team of volunteers, without whom we simply wouldn't be able to offer the range of services that we do.

Everything we do is focused on delivering our mission, which is:

To inspire young people to discover their potential so that they can live life in all its fullness.

Job Purpose

This role will support the running of Eden Coffee Shop located at the Chris Bryant Centre.

In this hands-on role, you'll serve high-quality food, drinks, and barista coffee, operate the till, and help maintain a clean, safe, and welcoming space.

You'll support the Coffee Shop Supervisor with daily operations and work alongside volunteers to ensure smooth service and a positive customer experience. You'll also prepare catering for internal meetings and events, provide excellent customer service, and help promote and upsell products where appropriate.

As part of the wider team at the Chris Bryant Centre, you'll play a role in making the building feel welcoming and well-used, supporting the wider aim of the centre to deliver services that align with YMCA Heart of England's ethos and values.

Shift pattern: Monday - Friday, 8:00am – 4:00pm

Duties

- Serve consistent, high-quality food, drinks, and barista coffee.
- Provide friendly, efficient service to customers and visitors.
- Support conference and event catering set-up and clear-down as required.
- Handle till transactions, process bookings, and manage cash/card payments accurately.
- Maintain stock levels, rotate stock, and carry out checks on use-by dates.
- Keep all areas clean, tidy, and hazard-free in line with food hygiene and health & safety standards.
- Check allergen information and food temperatures when serving hot food.
- Take customer orders efficiently and professionally.
- Handle customer feedback and complaints in line with YMCA policy.
- Work effectively as part of the wider team to deliver high standards consistently.
- Carry out other general tasks as required.

1. Building & Operations

- Support the daily operation of the Eden Coffee Shop within the Chris Bryant Centre. Maintain high standards of cleanliness and presentation in line with centre expectations.
- Work collaboratively with front-of-house staff and centre team to deliver catering support for meetings and bookings.
- Use agreed systems for till operations and bookings.

2. Team Collaboration

- Work under the direction of the Coffee Shop Supervisor
- Collaborate with Conferencing & Community & Youth Services teams to support centre-wide activities.
- Attend team meetings and support day-to-day communication.
- Assist other team members during peak times or when issues arise.

- Support and engage with volunteers working in the coffee shop.

3. Income, Marketing & Engagement

- Deliver excellent customer service that encourages repeat visits and supports income growth.
- Promote additional products and upsell where appropriate.
- Contribute to a positive image of YMCA facilities for external guests and partners.

4. Health & Safety, Maintenance & Compliance

- Follow all food hygiene and health & safety procedures.
- Support the supervisor with stock records and basic reporting.
- Ensure accurate processing of sales and bookings via the till system.
- Report maintenance or safety issues promptly to the appropriate person.
- Log and report any hazards, maintenance issues, or equipment faults
- Ensure all spaces meet YMCA standards for cleanliness, safety, and accessibility

7. Values & Conduct

At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including

- To respect and promote the association's Christian ethos and uphold its values, namely:
 - **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
 - **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
 - **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
 - **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
 - **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
- To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings;
- To uphold at all times the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
- To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
- To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
- To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

Criteria	Essential	Desirable
Alignment with Ethos and Values		
Good understanding of, and genuine respect for, the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England.	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
Skills	X	
Strong organisational and time management skills, with the ability to manage multiple tasks and priorities	X	
Able to work well as part of a team and follow instructions	X	
Good customer service skills with a positive, helpful attitude	X	
Confident communicator, able to engage with a wide range of people	X	
Basic numeracy and accuracy when handling money	X	
Knowledge		
Understanding of basic food hygiene and health & safety	X	
Knowledge of allergens and food safety best practices		X
Familiarity with coffee shop operations and customer service standards	X	
Experience		
Experience working in a customer-facing role (paid or voluntary)	X	
Experience handling food and drink, including using a till	X	
Experience working in a café, coffee shop, or catering setting		X
Experience working with or supporting volunteers		X
Qualifications		
Basic Food Hygiene Certificate (or willingness to complete training)	X	
Barista or catering training		X
Safeguarding training (or willingness to complete)	X	
THE POST HOLDER MUST AGREE TO AUTHORISE A FULL CRIMINAL RECORDS BUREAU CHECK.	X	