



JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	Barista
Campaign Type:	External
Payband:	CGD2
Pay Range;	£11,897.53 per annum
Team:	In House Services
Section:	Catering
Reports to:	Catering Supervisor
Number of posts:	1
Hours:	20 hours per week
Contract type/ duration:	Guaranteed Minimum Hours 12 month fixed term
Issue date:	1 February 2019
Closing date:	17 February 2019 at 23.55

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK Parliaments. Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

Team information

The In-House Services team aims to deliver a comfortable, safe and efficient environment for Members, their staff and staff of the House to work in; as well as providing a welcoming and functional environment for all visitors to the House of Commons.

Catering Services aim to deliver the best quality service with an enthusiastic and professional team for the benefit of all our customers. We are responsible for the efficient operation of the House of Commons catering facilities within the agreed financial framework.

Job introduction

The post holder will be passionate about food, beverages, customer service and must be able to work as part of a team. The role will include cash handling for which a great deal of accuracy is required and will include some administrative duties.

Key stakeholder relationships

Catering Managers

Catering Supervisors

Front of House staff
Stewards

Management responsibility

None

Location

This post will be located on the Parliamentary Estate, Westminster, London.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not usually eligible for vetting (but we assess each case individually).

Hours

The hours of this contract are for a Guaranteed 20 hours per week, which can be averaged over the space of a calendar month. Additional hours may be offered according to business needs.

For further information:

Candidates should refer to the House of Commons careers website www.careers-houseofcommons.org or contact Recruitment@parliament.uk or 020 7219 6011.

Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend a competency based interview.

Key responsibilities

- Prepare exceptional Barista style coffee, irrespective of the volume or level of trade.
- Provide exceptional customer service to all who visit your area of work.
- To ensure that high standards of housekeeping, cleanliness of premises and equipment are maintained at all times.
- To ensure that all food items displayed are replenished regularly and correctly labelled
- To ensure that sale points are stocked for service.
- To ensure that all items sold are fully and correctly paid for by the customer.
- Maintains high standards of table maintenance throughout the shift
- To assist with other service areas in the venue as the business levels demand for which training has been provided.
- To prepare low risk food items for cold counters and cascades.
- To practice good colleague relations and communication at all times.
- To ensure that all Catering areas are cleaned in line with cleaning schedule on daily basis, this will include some light cleaning duties.
- Duties may vary in accordance with the operational requirements of the catering venue where the post holder is based.

SKILLS AND EXPERIENCE	CV and Supporting Statement	Test	Interview
Criteria 1 Relevant cafeteria / barista experience in a similar position, working in a high volume, high quality establishment.	x		x
Criteria 2 Good communication and interpersonal skills, written and oral, able to build effective relationships with, and relate to people at all levels and with diverse backgrounds.	x		x
Criteria 3 Ability to work effectively as part of a team, prioritising own workload to deliver a high quality of service.	x		x
Criteria 4 Excellent customer service skills, with the ability to respond quickly to customer needs.			x
Criteria 5 Basic IT and numeracy skills.			x
Criteria 6 A sound understanding of current Food Hygiene and Health and Safety practices.			x