



JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	Head Barista
Campaign Type:	Concurrent
Payband:	CGD1
Pay range:	£23,290 per annum
Team:	In-House Services
Section:	Catering Directorate
Reports to:	Catering Manager
Number of posts:	1
Hours:	36.5 hours per week
Contract type/ duration:	Permanent
Issue date:	15 February 2019
Closing date:	3 March 2019 at 23.55

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK's "Mother of all 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

As Head Barista you will support the organisation, management, staffing and efficient operation of the Despatch box, whilst meeting agreed customer and operational standards and effectively deal with the performance and attendance of staff in the venue.

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

Key stakeholder relationships

Catering Managers
Operations manager
Members, pass holders and guests
Coffee supplier/engineers

Management responsibility

No

Location

This post will be located in one of the coffee shop on the Parliamentary Estate, but not exclusively the Despatch Box.

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

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

Net conditioned full-time working hours for staff of the House are usually 36.5 per week. This excludes daily meal breaks of 30 minutes.

Your usual working pattern will be Monday to Friday rota'd shifts between 7am and 8pm.

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

- Provide exceptional customer service to all who visit your work area. Prepare fabulous barista style coffee as asked for by the customer at all times irrespective of the volume or level of trade.
- Ensure that high standards of housekeeping, cleanliness of the venue and front of house in line with the venue cleaning schedules is carried out and which provides a safe working environment. This will include light cleaning.
- Carry out preparation and service of all hot, cold and ambient food and beverage items at the designated service times.
- Ensure all food is of the correct quality and correct service temperature.
- Provide receipt of deliveries and adhering to the administrative and mandatory processes of ordering, delivery, decant and storage.
- Ensure all food items are displayed and replenished regularly, presentable and correctly labelled.
- Ensure sale points are stocked for service.
- Comply with the cash handling policy and undertake any training related to this policy.
- Ensure that customer's tables and seating area are kept clean and tidy at all times.
- To practice good colleague relations and communication.
- Assist other team members in completion of duties as requested to ensure a seamless service delivery. This may include assisting colleagues in other areas of the department which are related to the job role.
- Attend any mandatory training as instructed by the manager.
- Carry out monthly stock takes.
- Ensures correct and efficient ordering of all products
- Comply with catering food safety and health and safety policies
- Wears correct and clean uniform ensuring a high standard of personal hygiene, presentation and grooming and complies with department jewelry policy.
- Complies with departmental policy on reporting absence and late arrival to work.

Qualifications:

The following qualifications are required for this role:

Desirable

Food hygiene and Health and Safety qualifications

SKILLS AND EXPERIENCE	APPLICATION FORM	TEST/ EXERCISE	INTERVIEW
CRITERIA 1 Previous barista and supervisory experience in a high profile, high volume venue. Displays a high level of energy and a good team player	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 2 Previous experience of stock taking and ordering and general administration process involved for catering services i.e. menu planning	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 3 Proven experience of providing excellent customer service to a variety of people whilst maintaining cultural sensitivity and awareness in order to build rapport and relationships with a diverse workforce/clientele	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 4 Ability to supervise effectively the performance and attendance of the venue staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 5 A sound understanding of current food safety and health and safety practices	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 6 Experience of traditional Barista coffee machine	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>