

<b>Job title:</b>	Junior Kitchen Crew Member		
<b>Starting Pay:</b>	£8.91 p/h	<b>Travel Required:</b>	No
<b>Reports to:</b>	Site Cafe Manager & General Manager		

**Job description**

**ROLE PURPOSE**

To work with the existing Café staff team to ensure exceptional levels of customer service and Food Safety within the Kitchen and café areas of the Hangar; and to promote & support the growth of the F&B sector within the Centre whilst maintaining The Hangar Ethics & Values.

**SPECIFIC DUTIES/ RESPONSIBILITIES**

**H&S AND HYGIENE MANAGEMENT**

- Ensure health, safety and hygiene practices are followed in all F&B and stock holding areas
- Support the Café Manager to complete monthly H&S audits of kitchen and recording remedial actions taken
- Record all necessary information in the Due Diligence book when on shift and act promptly on any issues that could lead to food poisoning.
- Complete daily checks of food items in the kitchen to ensure food is 'in date' and untampered with. This includes assessing food items at point of delivery and recording temperatures in Due Diligence book.
- Completing daily/deep cleaning of the kitchen and reporting any issues with Kitchen Manager or DM on duty. As well as recording completed tasks in compliance folder.
- Undertake general cleaning and tidying of the café area and café storerooms.
- Follow cleaning schedules and ensure the kitchen is cleaned according to appropriate standards
- Ensure that the café equipment is maintained to a good standard; and report any issues with equipment to the Café Manager
- Utilise the equipment provided correctly and safely, and in accordance with The Climbing Hangar Health & Safety Policy
- Present in a way appropriate for kitchen shifts. For example, you must wear clean uniform with jewelry removed, no open toe shoes and hair tied up if possible.
- Completing all issued training and following guidelines for COSHH, PPE and HACCP throughout the Centre.

**CAFÉ SERVICE**

- Deliver exceptional levels of customer service, prioritizing customer experience and responding promptly to customer queries.
- Effectively work as part of the kitchen and wider Hangar Team
- Promote The Hangar Values and ensure a welcoming service for our diverse customer base
- Prepare and serve food and beverages to customers and staff
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- Effectively promote and sell the Hangar's products and services.
- Provide the café manager with insight into improvements in service and preparation of food and drink or product development.

- Ensure that the cafe is fit for service in respect of both food preparation and appropriate hygiene standards at the commencement and throughout the duration of your shift.
- Ensure that food and drink is stored, prepared, and presented according to the appropriate hygiene standards
- Support the delivery of a range of internal and external events and activities that fit with The Climbing Hangar wider community development strategies. These may include catering for large scale competitions/ events; staff meetings; recruitment days; boot demos; and regular social events.
- Assist with running of Centre when directed by reception staff or DM on duty. For example, answers telephone enquiries when instructed.

### **STOCK MANAGEMENT**

- Assist with the ordering of kitchen stock and equipment to ensure that the Café is fully and adequately stocked for service, paying particular attention to peak trading times and seasonal fluctuations.
- Report stock issues to Café Manager/ General Manager
- Ensure that stock wastage is kept to a minimum and is recorded accurately following process
- Support the development of good supplier relations
- Assist the Café manager with the completion of monthly stock audits
- Support the Café Manager to ensure that products are managed and kept up to date on RGP & menu boards

### **SALES & MARKETING MANAGEMENT**

- Ensure stock is displayed and marketed to the highest possible standards
- Respond promptly and effectively to customer feedback
- Work with the Café Manager/ Social Media Team to generate creative marketing solutions to promote F&B; ethically sourced produce; local partner businesses; and the catering of organised events.

### **ETHICAL PRODUCT SOURCING**

- Support the promotion of ethical, local sourcing measures we have in place
- Ensure effective waste and environmental waste management in the café
- Support the delivery of ethical food/ beverage events

### **PREFERRED SKILLS/ EXPERIENCE/ CERTIFICATES**

- Level 2 in Food Hygiene or willing to undertake training to achieve this
- At least 1 year kitchen/bakery experience required. Previous experience working with sourdough is preferred but not essential
- Strong background in customer service
- Good communication skills
- Experience of following H&S/ Food Hygiene & Safety legislation and guidelines
- Experience of Hot and Cold Food & Beverage handling, preparation and service
- Cash handling
- Coffee/barista trained or willing to undertake training
- Experience of Stock management
- Self-motivated and able to work efficiently independently and as part of a team
- An eye for detail- it's the little things that make a big difference

### **IMPORTANT STUFF TO NOTE**

As part of this role, you will be required to work evenings and weekends on a Rota basis. Our earliest shifts start at 6am and our latest shifts finish around 11pm.

### **WHAT'S IN IT FOR YOU**

In return for your brilliance, you will receive:

- Free Climbing for you and a plus one
- Generous team discounts on food and gear from all our suppliers
- A daily right old laugh with your team
- An opportunity to learn from a wide range of excellent colleagues
- Competitive salary
- Training, learning and development opportunities
- 28 days annual leave per year (Pro-rata & inclusive of bank holidays)

**To apply**, please send your CV and a covering letter to [recruitment@theclimbinghangar.com](mailto:recruitment@theclimbinghangar.com) and write the '**Position**' you're applying for, as well as the '**location**' of the centre in the **Subject line**.

Don't forget to let us know in your covering letter why you want to work for The Climbing Hangar; what position you'd like to apply for; and why you think you'd be a great fit for the role and our vision.