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| **Post Details** | **Last Updated**: 11/03/20 |
| **Job Title** | Barista  |
| **Job Family**  | Operational Services | **Job Level**  | 2 |
| **Responsible to** | Starbucks Supervisor |
| **Responsible for (Staff)** | n/a |
| **Job Purpose Statement**Working as part of a team that provides barista coffee and food service to customers within Surrey Sports Park’s Starbucks store. The post contributes to a positive experience of customers and towards the smooth running and operation of which will reflect directly on the reputation of the Starbucks Store and SSP. |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. **Customer Service:** Serving barista coffee and other hot beverages, taking orders and dealing with customer queries and issues.
2. **Cashier Duties:** Dealing with various types of payments including cash and cards, operating the Electronic Point of Sale (EPOS) system and taking responsibility for the cash under their control.
3. **Light Food Preparation:** Receiving, preparing and displaying core food items including pastries, cakes and bakery items in addition to lunch items such as sandwiches and soups. Demonstrating high standards of health and hygiene whilst preparing food.
4. **Preparation of Service and Customer Areas:** Ensuring sufficient supplies and replenishing stock as required, setting up of counters, refrigerators, blackboards, tables and service stations.
5. **Security:** Opening/closing the unit and collecting/returning keys to operations office when needed.
6. **General:** Adhering to daily and periodic cleaning rotas to maintain a clean, healthy and safe working environment in accordance with operational guidelines.

**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Follow SSP/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant SSP and University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and Surrey Sports Park’s Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * May at times be required to carry out a basic level of prioritisation of tasks, in response to the needs of the customers.
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| **Problem Solving and Decision Making** * Expected to deal with very frequent and similar situations and problems, which due to the limited solutions available, require only basic decision making, for example making judgements on which tasks need completing first or how to solve a customer’s issue.
* Expected to answer simple queries from customers and to solve problems that arise from those queries as a matter of good customer service, always ensuring that customers receive the best possible service.
* To clarify work instructions as necessary and to raise concerns or refer more complex issues/problems to a senior member of staff for resolution where appropriate
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| **Continuous Improvement*** Expected to make suggestions for change and to feedback customer comments to management, in order to ensure the continuous improvement of the services provided.
* To undertake development to meet the Starbucks standards.
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| **Accountability** * Range of well-defined routine daily tasks and food preparation activities which are governed by set procedures, guidelines and best practice. Due to the repetitive nature of these tasks, little instruction is required, although instructions are provided by the Service Team Leader or Assistant Manager - Starbucks where appropriate.
* Expected to comply with clear and established procedures and health and safety regulations regarding the use of any equipment and to comply with relevant food safety legislation/guidelines with regards to the safe preparation of food. Errors in judgement or failure to follow procedure could result in the contamination of food, the contraction of foodborne illnesses, damaged equipment or the personal safety of the post holder and their team being placed at risk.
* Operating the Electronic Point of Sale (EPOS) system to process all payments, including credit/debit cards and cash and to take responsibility for the cash under their control.
* In the absence of a more senior member of staff or upon request to open and close the unit and collect and return unit keys to operations office.
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| **Dimensions of the role** * Customer service times are a key deliverable and there is a drive to meet the customer’s expectation.
* Customer engagement is of priority along with service standards
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| **Supplementary Information** * n/a
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| Numerate and literate to GCSE standard or equivalent | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Basic spoken English language skills | E | 1 |
| Experience of working in a busy environment, preferably service related  | D | n/a |
| **Special Requirements:**  | **Essential/Desirable** |
| To work a shift system, covering 5 out of 7 days. | E |
| Ability to lift reasonable loads | E |
| Able and willing to complete training requirements as per job role and legislative requirements | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision-Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 111111n/an/an/an/a |
| This Job Purpose reflects the core activities of the post. As the department and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. Surrey Sports Park expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationSurrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.The post holder will work closely with all Sports Park staff and both internal and external guests. |
| Department Structure Chart  |

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| Relationships **Internal*** Serving a number of internal (staff and students) customers, communicating in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.

**External*** Serving a number of external visitors, communicating in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.
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