**The Forward Trust Job Description**

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| **Position Title**  | **Front of House/ Barista**  | **Reports to**  | **Café Supervisor** / **General Manager**  |
| **Location: The Brink Cafe, 15-21 Parr Street, Liverpool, L1 4JN** |  |  |

# Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

# Role/Team Overview

**The Brink** Liverpool is part of the Forward Trust which operate across the UK. There is nowhere else quite like the Brink or the Brink Café. The cafe serves a flourishing and established recovery community which links seamlessly with the general public, other partners and providers as well as the wider community including local residents.

**The Brink Cafe** is based in Liverpool’s city centre and was set up in 2011, The Brink Café which is based in The Brink is an award-winning alcohol free café bar, originally , the first of its kind in the UK. As well as offering healthy food and many varieties of non-alcoholic drinks, the venue offers an opportunity for individuals with addiction problems a discrete way of seeking help and support. Many of the staff who have or currently work at the Brink are in recovery themselves.

**The Brink** is a well-known and well-regarded central HUB which boasts an entertainment venue and space, offering activities such as open mic nights, film screenings, afternoon teas, holistic therapies, and forums & socials for a wide ranges of services and communities in the Liverpool City Region.

We are looking for individuals who can be flexible with a passion to learn and who are able to show empathy in line with the Brink community ethos. The opportunity to help and support those in recovery and who are seeking long term recovery is a big responsibility and therefore we welcome applicants who have had similar experiences or other instances of lived experience.

The ideal person should be available from Sunday to Saturday for shifts including morning, evening and weekend work including the occasional later evening sessions. Be open to contributing to ideas and suggestions around events and ideas for business growth and development and be prepared to go the extra mile. Be open to supporting the Supervisor and General Manager in order to provide services and events as well as helping out the chef with general kitchen and café duties.

# Accountabilities

## What you will be doing

* Taking orders for food and drink following the ordering procedure and processing through the EPOS system
* Maintain a happy and customer focused environment
* Working shifts which will cover Sunday to Saturday including evenings and weekends
* Making sure customers have everything they need and have a good experience
* Cleaning down surfaces such as tables, bar and floor – making sure The Brink is presentable at all times
* Following the opening, closing and cleaning procedures
* Preparing the venue for opening – making sure the bar is stocked, clean plates, cutlery etc are available
* Asking customers for feedback
* Working with the kitchen staff so that orders are processed and served promptly
* Taking instruction from FOH Supervisor and the General Manager as per the needs of the business.
* Keep up to date with products, menu items and allergens
* Upsell drinks/ specials and sides to accompany meals
* Promote Brink services, activities and events eg. Relapse Prevention, meditation etc
* Be confident to bring suggestions to improve FOH service, delivery and overall customer satisfaction
* Assist in the kitchen or meeting rooms when necessary
* Support customers who may be looking for support by giving information or introducing them to treatment staff

**Person Specification**

* Need to be flexible to cover shifts from Sunday to Saturday
* Demonstrate an ability to respect others and value diversity
* Be dedicated to ensuring excellent customer service, with a positive can do attitude at all times
* Be in tune with the ethos and rationale of the Brink and Forward Trust.
* Ability to continuously develop knowledge, learning skill and practice.
* Comply with codes of practice, policies, and procedures as instructed by the Supervisor and General Manager

# Role Criteria

 **Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Criteria Requirement**  |
| **E**  | **Essential Criteria**  |
| **D**  | **Desirable Criteria**  |
| **Criteria Measure**  |
| **A**  | **Application**  |
|  **I**  | **Interview**  |
| **T**  | **Test**  |

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| **Knowledge, Skills and Experience**  |  |  |
| Previous hospitality experience  | D | I |
| Ability to evidence respect for others and value diversity | E | I |
| Be dedicated to ensuring excellent customer service, with a positive can-do attitude at all times  | E | I |
| Be in tune with the ethos and rationale of the Brink and Forward Trust | E | I |
| Ability to continuously develop knowledge, learning, skill and practice | E | I |
| Comply with codes of practice, policies and procedures   | E  | I  |
| **Personal Attributes**  |   |   |
| **Proactivity** – Quick thinking with a high level use of initiative  | E  | I  |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth  | E  | I  |
| **Adaptability** – Can work in fast-paced changing environments  | E  | I  |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely  | E  | I  |
| **Team Work** – Works in harmony with colleagues to deliver results  | E  | I  |
| **Open to Feedback** - Open to constructive feedback in order to further develop | E  | I  |
| **Innovative –** Continually searching for better ways of working | E  | I  |
| **Qualifications** |  |  |
| GCSEs (or equivalent) in English and Maths at Grade C or above – desirable but not essential | D  | A  |
| Qualification in hospitality and catering - desirable but not essential | D  | A  |