



JOB DESCRIPTION & PERSON SPECIFICATION

Café Coordinator (0.8)

The Old Fire Station is a centre for creativity in Oxford housing two organisations: the homelessness charity Crisis and Arts at the Old Fire Station (AOFS). We share our building.

The Old Fire Station (OFS) encourages people from all backgrounds to understand and shape the world in which we live through stories, creativity and the arts, and by connecting with others.

ART IS FOR EVERYONE. EVERYONE HAS POTENTIAL.

At OFS, we

- produce and present across art forms
- help people to be creative
- support artists
- include people facing tough times because of disadvantage
- work with communities across Oxford

In everything we do, we consider

- facing the climate emergency
- unlearning discrimination
- being human friendly
- experimenting and listening
- building financial resilience

We do this by

- good quality relationships
- listening and learning
- encouraging creativity and risk-taking
- offering a public space which is welcoming to all
- working collaboratively online, outside and elsewhere

Essential to delivering our shared mission is the participation of Crisis members (homeless people using Crisis' services) in our work.

Role Specification

Line managed by: Front of House Manager

Works closely with: Front of House Manager(s), Front of House Assistants, Café Staff, Usher Mentor, Deputy Director, Volunteers and colleagues at Crisis, particularly Facilities Manager and Reception staff.

Manages: None, but will supervise front of house assistants, café staff and volunteers as and when required on shift

Salary – £17,112 (£21,390 pro rata)

Main duties and responsibilities

Key purpose

To make sure that all café operations run smoothly, with excellent customer service providing an informed and inclusive welcome for café customers, audiences, artists, hirers and Crisis members.

To be responsible for the Health and Safety operations of the café and kitchen when on duty. As well as managing the café, casual staff and volunteers on shift.

Working with colleagues to understand and overcome the challenges around accessibility in public spaces to ensure equal access for everyone.

To be responsible for the Health and Safety operations of the café when on duty, as well as managing the café, casual staff and volunteers on shift.

This role will be on occasion responsible for locking up and securing the building at the end of the shift.

Main duties and responsibilities

- Managing the café while on shift
- Following Health and Safety procedures, including the completion of Opening and Closing Checks, HACCP Procedures and COSHH.
- To ensure all allergen procedures are followed on shift and staff are aware of cross contamination procedures and allergens in all food.
- Communication with OFS Staff and Third parties using the Kitchen to ensure safe use of the space.
- Representing the Front of House Manager(s) when required to do so
- Managing volunteers on shift
- Being the responsible person for fire evacuation on shift
- Control and rotation of café and bar stock on shift
- Cash handling and reconciliation
- Ensuring compliance with licensing and health and safety law and regulation.

What we are looking for

Essential – If you have all of these, please apply.

- A commitment to excellent customer care
- Experience handling and reconciling cash
- An understanding of the importance of health and safety
- The ability to work under pressure and multi-task
- Experience of training others
- A willingness to undertake appropriate training
- Energy and enthusiasm to be part of a small team
- Interest in the Arts

Desirable – if you don't have all (or any) of these, don't worry. We can teach you.

- Food handling experience and Level 2 Food Safety qualifications.
- Barista and Café Experience
- Experience working in a professional Kitchen.
- Experience working in a busy customer service environment.
- Experience using Outlook

- Experience of working in an Arts environment
- Examples of making improvements to organisational systems
- Examples of making improvements to income streams from Front of House activity
- Experience working in a small team
- Experience working with vulnerable adults
- Qualifications in First Aid, Fire Marshal, Health and Safety
- An eye for detail and ability to complete tasks

We welcome and encourage applications from individuals without formal education and/or who identify as:

- D/deaf and/or disabled
- Neurodiverse
- Working-class, benefit class, underclass
- LGBTQ+
- Global majority* and/or migrant

*This includes people of Black Caribbean, Black African, South Asian, East Asian, South East Asian, Middle Eastern, Arab, Latinx, Jewish, Romany and Irish Traveller heritage

We will automatically interview people who hold one or more of these characteristics if they meet the essential criteria. Please state in the letter if you would like to be considered for interview under these conditions (you do not need to explain why).

General

- As an equal opportunity employer, we recognise the diversity shortcomings of our industry and are committed to driving change and supporting employees to provide an inclusive workplace.
- We expect staff to have a commitment to unlearning discrimination in order to become a more inclusive organisation
- We recognise the major impact that climate change is having on our world. We work as an organisation and with partners in the city towards a low-carbon sustainable Oxford. All staff are expected to share this responsibility and support this work.
- All staff are expected to be able to support and supervise volunteers and trainees on placements, including Crisis members as part of our Training Scheme
- The Old Fire Station requires an open, creative and flexible approach to the work. This job description is a guide to the nature of the work required. It is not fully comprehensive or restrictive
- The post-holder will be expected to carry out the duties of this post in line with the Old Fire Station's policies and procedures and in line with all relevant insurance, legal, health and safety obligations
- The post holder will have input into artistic and business planning and strategies, as part of an inclusive practice
- We are a small team, and all staff are expected to support work across the organisation in a practical way, not just in their own area

Conditions of service

- Part time, 30 hours per week (0.8)
- Availability to work regular weekend shifts and occasional evening work as required
- The post is subject to a six month probationary period

- There is an annual leave allowance of 33 days per year including bank holidays, some days need to be taken at specified times during the year
- Additional work-related travel expenses (not including travel to and from the office) will be payable in line with the relevant conditions and rates agreed

Application Deadline: Monday 20th September 2021

Interviews: Monday 4th October and Tuesday 5th October 2021

Please e-mail recruitment@oldfirestation.org.uk with a covering letter and a CV and the equal opportunities monitoring form

How To Apply:

Please e-mail recruitment@oldfirestation.org.uk with a covering letter and a CV. Please also take time to fill in the [demographics monitoring form](#).

We are keen to learn more about the barriers to inclusion and it would be really helpful if you could fill in the demographics monitoring form on the website. This is anonymous and is for us to assess how well we are doing in terms of attracting applications from people who experience discrimination (ie. Racism, disability or class among others)

Have some questions?

Front of House Managers Emma Cox emma.cox@oldfirestation.org.uk and Tom Radclyffe tom.radclyffe@oldfirestation.org.uk are available if you want to discuss the role before applying. You can e-mail your question to us, or ask us to give you a call.

There will be a zoom chat the week before the application deadline where you have the opportunity to meet some of the staff at the Old Fire Station and ask questions about the organisation and the role. Please e-mail recruitment@oldfirestation.org.uk if you would like an invitation to the chat.

What to include in your covering letter:

Here are some questions that might help you with your covering letter:

- Let us know what attracted you to the job. Was it the organisation, or the role itself or some combination of factors?
- Let us know how your interests, knowledge and skills match the job description and person specification.
- If you have been on a course, had some formal education or training that you think is relevant to the post, let us know about it.
- Your CV will cover your work and/or voluntary experience, but it can be helpful in the covering letter to show how you think these experiences would be useful in this role.
- Please note we practice blind recruitment which means that all personal details will be removed (name/address/where you went to school/any demographics information except what you choose to tell us in your covering letter) before the applications are reviewed.

If you are invited to interview you will be asked for the following information at this stage:

Two references

Details of any convictions of a criminal offence other than a spent conviction

How we can help you to feel comfortable at interview (for example do you need level entry to the interview room, prefer a particular pronoun).