Cafe Assistant (Full Time)

Location: Pelican House, Bethnal Green, East London

Days: Full time: 5 per week (37.5 hours). Worked on a rota, which may include some evenings and weekends.

Reports to: Cafe Supervisor, with day-to-day oversight from the Managing Director

Contract: TBC

Salary: £13.50 per hour

About Bahay Kubo

Bahay Kubo is a charitable housing organisation providing affordable homes, advocacy, and support to communities in need, with a particular focus on the Filipino community and other East and South East Asian communities in the Greater London area. We are committed to ensuring that our tenants feel safe, supported, and part of a thriving community.

About the Cafe and Community Hub

Kapwa Cafe & Community Hub is a new service from Bahay Kubo: a welcoming cafe and community space open to tenants, local residents, and the wider Filipino and East and South East Asian communities. The hub will offer affordable food and drink [including Filipino food and drink], a place to meet and connect, and a base for community events, activities, and support.

Role purpose

We are recruiting two Cafe Assistants, one full time and one part time, to help launch and run the Cafe and Community Hub. Post holders are responsible for the smooth day-to-day running of the cafe: preparing and serving food and drink, providing warm and welcoming customer service, keeping the cafe clean and safe, and handling payments accurately.

Working under the direction of the Cafe Supervisor, post holders follow food safety, allergen, and health and safety procedures at all times, and help make the hub a friendly, inclusive space where people feel at home. The full-time post holder will also act as the senior person on shift on days when the Cafe Supervisor is not on site.

Key responsibilities

- **Customer service and community welcome**

    - Greet customers and visitors warmly, taking orders and serving food and drink promptly and accurately.
    - Provide a friendly, inclusive, and respectful service to everyone who uses the hub, including tenants, local residents, and community groups.
    - Share information about Bahay Kubo's services and community activities, signposting enquiries to the appropriate member of staff.
    - Handle complaints or concerns calmly, resolving them where possible and escalating to the Cafe Supervisor as appropriate.
- **Food and drink preparation**
    - Prepare and serve hot and cold drinks, snacks, and light meals to agreed recipes, portion sizes, and presentation standards.
    - Store, date label, and rotate food correctly.
    - Give customers accurate allergen information and follow allergen procedures without exception.
- **Food safety, hygiene, and health and safety**
    - Follow the cafe's food safety management procedures, including completing daily checks such as fridge temperatures, cleaning schedules, and opening and closing checklists.
    - Keep food preparation, service, and customer areas clean, tidy, and safe, including washing up and managing waste and recycling.
    - Report hazards, accidents, near misses, and equipment faults promptly to the Cafe Supervisor.
- **Payments and stock**
    - Operate the till and card payment system accurately, including cashing up and recording takings at the end of each shift.
    - Receive deliveries, check them against orders, and report shortages or damaged goods.
    - Monitor stock levels and let the Cafe Supervisor know when items are running low.
- **Community hub and events**

    - Help set up and pack down the space for community events, meetings, and activities.
    - Work alongside and support cafe volunteers, where applicable, helping them feel welcome and understand cafe procedures.
- **Other duties as assigned**
    - Open and close the cafe, including security checks and completing opening and closing records.
    - Act as first point of contact for deliveries, contractors, and any incidents, escalating to the Managing Director as needed.

Person specification

Essential

- Experience of customer service, ideally in a cafe, catering, or hospitality setting.
- A warm, friendly, and patient approach, with the ability to make people from all backgrounds feel welcome.
- Understanding of the importance of food hygiene and allergen safety.
- Level 2 Food Hygiene certificate, or willingness to complete it within [the first month] of starting.
- Ability to handle cash and card payments accurately and honestly.
- Able to work well as part of a small team and follow procedures consistently.
- Ability to work flexibly across a rota.
- Full-time post: confidence to take responsibility for opening, closing, and running a shift.

Desirable

- Barista experience.
- Experience of working in a community, charity, or social enterprise setting.
- Knowledge of Filipino or wider East and South East Asian food and drink.
- Lived experience of, or experience working with, the Filipino or wider East and South East Asian communities.

- Ability to communicate in Tagalog or another language spoken by the communities Bahay Kubo serves.
- Emergency First Aid at Work certificate.

Key Outcomes

- Customers receive a warm, welcoming, and efficient service.
- Food and drink are prepared and served safely, consistently, and to a high standard.
- Food safety, allergen, and cleaning records are completed accurately on every shift.
- Takings are recorded accurately and cash handling procedures are followed.
- The cafe is clean, safe, and opens and closes on time.
- The hub feels like an inclusive, friendly space where the community wants to spend time.