



## Barista & Kitchen Staff



### Job Description

#### Overview

Ground Up Café exists to provide a 'home away from home' for our customers, creating a relaxed, welcoming, comfortable space, valuing each individual. Ground Up aims to be a space for all, with a particular focus on families and creatives. We want to facilitate a space to connect, to network, to work, to create and to socialize through creativity, kindness and great service for positive transformation within the lives of our community and customers. We are a close-knit team in which everyone is considered a vital and valued member.

#### Job Brief

We are looking for baristas and kitchen staff to join our team and share in our love for the local community. You will have an amazing opportunity to express your passion and develop your barista and kitchen skills. You will also be encouraged to develop your own strategic planning by working with the team to grow Ground Up by contributing new ideas and opportunities.

**Position:** Barista & Kitchen Staff

**Contract:** Zero hours

**Salary:** £12.21/hr paid monthly in arrears

**Shift availability:** Day: 8:30am - 3:00pm or 10:00am – 4:30pm and Evening: 6:30pm - 11:00pm  
(varying hours for events such as fundraisers, concerts, receptions, birthdays, exhibitions)

#### Key Responsibilities

- Preparing a variety of hot drinks and simple lunches
- Taking and delivering orders to and from customers in a professional manner
- Doing a regular stock check
- Using kitchen appliances including the sanitiser
- Regular cleaning of the coffee shop, kitchen, play area and toilets
- Completing payment transactions electronically and handling cash responsibly
- Taking responsibility for opening up/closing the cafe
- Providing enthusiastic and welcoming hospitality, prioritising customer experience
- Answering customer questions about the cafe, upcoming events and the church
- Creating connection and rapport with new and regular customers, staff and volunteers
- Working in line with Ground Up's culture and values, policies and procedures
- Maintaining punctual attendance
- Wearing work attire and caring for own personal hygiene
- Working well under pressure, managing time efficiently and effectively
- Communicating customer feedback to managers and recommend improvements

- Working in line with Food Safety training, by taking shared responsibility of adhering to Government and Ground Up guidelines
- Conducting yourself in a professional manner, with respectful behaviour and language at all times
- Attending any required staff meetings and job appraisals
- Completing timesheets and rota availability in Google docs
- Assisting new staff and volunteers by positively reinforcing good performance and giving respectful and encouraging support as needed

## Person Specification

- Ability to work as part of a team and take direction
- Passion for hospitality and community spaces
- Proven experience as a barista and/or baking and preparing food
- Level 2 Food Safety Certificate (or willingness to complete one)
- Strong communication skills
- Good mathematical skills

Ground Up is a café within a working church building. You will therefore be employed by the church, [Urban Crofters](#), and its PCC (Parochial Church Council). While there is no faith-based requirement to work at Ground Up, it is important employees are respectful of their surroundings, their employer and others.

## Benefits

- One free in-house drink per shift
- 20% discount on in-house food and drink
- Occasional take-home food ineligible for selling, upon management approval
- Ability to pick up extra hours during occasional events
- Statutory pension, holiday and sick pay (based on hours worked)

## How to Apply

To apply for this role, please send a detailed CV and cover letter to Mike at [groundupcardiff@gmail.com](mailto:groundupcardiff@gmail.com)

Your cover letter should include information about past experiences related to the role's key responsibilities and how you meet the person specification.

You should also include the names and contact details for two references who will be contacted if you are invited to interview.

Applications will close when sufficient staff have been found so please apply as soon as you can.