



## Barista/All Rounder @ HQ Urban Kitchen – job description and person specification

### Summary

Job title	Barista/All Rounder
Reports to	General Manager
Location	HQ Urban Kitchen, (former Tapestri Café), Llys Glas, Alexandra Road, Swansea.
Salary	UK Real Living Wage (£9.90 per hour)
Hours	40 hours per week
Closing date	Applications must be submitted by 9am on 24/01/2022

### A little bit about who we are and what we're doing

HQ Urban Kitchen is a café, bar and events venue within the site of the Old Central Police Station, Swansea. Located in an enclosed courtyard, belonging to University of Wales Trinity Saint David, this newly refurbished site is surrounded by student accommodation, university staff, local office staff, creatives, commuters, and people living close to the city centre.

Our aim is to provide a vibrant, healthy, friendly, and accessible eatery for everyone.

Initially opening 6 days per week, with the addition of timetabled evening events taking place throughout the year, including cinema, artwork launches etc. some of which can be held outside, within the comfort of the courtyard setting.

We opened for some initial events in December 2021, and we are now working towards daily opening with a full food and drink offer by late January 2022.

HQ Urban Kitchen is an exciting new initiative from Urban Foundry – we are a creative regeneration agency, based in Swansea. We are a purpose-driven company, forging great ideas to change the world for the better – improving people's lives, making great places, and building business with purpose.

We do that by helping people to: make their good ideas happen; make them last; and demonstrate how they have made a difference.

We deliver commissioned work for the public, private and third sectors, and with people in communities, and we also deliver our own projects, including the award-winning Swansea Bay Markets social enterprise, which runs the Uplands, Marina, Mumbles, Glynneath and Port Talbot street markets.



We believe that business should be a force for good and we are proud to be a certified B Corporation (BCorp) – the second in Wales and the first in our home city of Swansea.

We believe in balancing profit and purpose and as part of the global BCorp community we aim to meet the highest standards of social and environmental performance, and transparency. We have legally enshrined these requirements into our governing documents.

We are also an accredited Living Wage Employer.

You can find out more about us via our website: [www.urbanfoundry.co.uk](http://www.urbanfoundry.co.uk)

As with our other spin-out projects, such as the Swansea Bay Street Markets initiative, HQ Urban Kitchen will be a separate enterprise. However, it will be aligned with Urban Foundry's values and approaches.

## General specification

The Barista/All Rounder will aid the General Manager in driving HQ Urban Kitchen forward; ensuring it aligns with our ideals as an organisation and working efficiently and honestly towards making the project a success.

## Responsibilities

Specific tasks will include:

- Working closely with the Manager and team, both front and back of house, in a positive and professional manner at all times
- Grinding and brewing coffee
- Developing and maintaining expert knowledge of coffee and educating clients and colleagues about these coffees
- Opening and closing the venue and ensuring it is kept secure
- Consistently providing well-crafted, beautifully presented, and tasty beverages (training will be provided)
- The ability to make and execute alcoholic drinks (cocktails etc – training will be provided)
- Greeting customers on arrival, helping them to seat, and introducing them to menus, and explain what HQ Urban Kitchen can offer, such as work stations etc. – generally contributing to creating an outstanding customer experience
- Taking orders, inquiring if the customers are satisfied, giving bills and processing payments
- Taking customers orders and delivering them to the kitchen staff for preparation
- Have the ability to work in a kitchen and be comfortable with food handling
- Helping the Manager and Chef with stock control, ordering and deliveries as directed



- Confirming that the food items match the orders and delivering them at the tables
- Be able to deal with customer issues calmly and professionally
- Assist with the set up and to ensure the smooth running of any special events held in the venue, which may include manual handling and lifting
- Maintaining excellent personal hygiene standards
- Speaking and interacting with both new and regular customers
- Maintaining a clean and sanitised working environment, including refuse/recycling removal to outdoor bins, clearing and cleaning tables as well as kitchen and serving areas, keeping circulation spaces and the external seating areas clear and clean, washing and drying of crockery/pots/pans/cutlery/glassware, ensuring that the welfare facilities are kept clean, tidy and appropriately stocked with handwash/toilet roll and any other requirements as directed, and promptly seeing to the clear up of any spillages/breakages
- Following health and safety guidelines, including maintaining a Covid-safe environment in line with Welsh Government regulations
- Following recipes and presentations for food and beverage items, if needed
- Being aware of and following operational policies and procedures
- Being punctual and reliable, maintaining regular and consistent attendance
- Attending regular meetings with the Manager and the Chef to find out about menu changes and menu specials
- Running errands where required
- Light manual lifting, for example to bring in orders/restock and to layout the venue for special events
- The ability to work flexible hours and shifts which may include early mornings, late nights, weekends and bank holidays
- Contributing to a positive work environment

The above description is not an exhaustive list – there will be other tasks and activities that you may be required to undertake that are within your capability and pay grade.

You will be managed and supported by senior members of our team throughout, and on the job training will be provided to familiarise you with our systems and approaches if required.

Further information on personal qualities, our values and what we expect from our staff can be found in our staff handbook, which has been forwarded to you separately.

## Person specification

We want to work with people who understand and will uphold our values and fit with our culture.

In all instances we expect everyone who works with and for us to maintain the highest standards of equalities, to act with integrity and maintain high professional standards.



And we expect people everyone who works for us to value wellbeing and kindness.

We want people to work with us because they 'get' what we do and what we are aiming to achieve, and who want to be a part of that.

We aren't a typical business and, whilst the right technical skills and experience for this role are essential, we expect all our colleagues to reflect our culture and purpose-driven approach.

The nature of our work can be eclectic. At times we are all "Chef's and glass washer's" – that's the nature of the world we operate in, which requires multi-disciplinary approaches, creative thinking, a willingness and ability to find new ways of doing things, and a tenacious and resilient approach.

We expect all our colleagues to be strong team players and good at collaboration. Direction will be provided, but you will also be expected to be able to work on your own initiative.

We expect our colleagues to exhibit the following behaviours:

- Values driven – to support us in seeking to change the world for the better and to align with our culture and values as a company
- Kind and patient – to value kindness and the wellbeing of others and to be patient and diplomatic in your responses should things sometimes not go to plan
- Creative and resourceful – the nature of our work requires us all to use creative thinking and resourceful approaches to address often difficult, complex issues
- Adaptable and resilient – the nature of our work is that we are often trying new ways of doing things, and sometimes having to work it out as we go, so we expect all colleagues to quickly adapt and to be resilient, helping to find solutions if problems arise
- Collaborative – almost everything we do involves some element of co-production, whether internally or with our clients and we expect all colleagues to be team players
- Diligent – you will have to work on your own at times and whilst you will have direction, we expect you to be able to use initiative and work without continual supervision
- Multi-tasking/prioritisation – the nature of our work means that you will need to be good at time management, deciding what to focus on and when.

In summary, we expect all our colleagues to be: team players; able to work on their own initiative; value driven; kind and patient; creative and resourceful; tenacious; adaptable and resilient; collaborative; diligent; good at multi-tasking; focused; and punctual.

We understand none of us are perfect, but we like to think we are constantly striving to such aims and we expect all our colleagues to try as hard as each other too.

## How to apply

Please send a short covering letter and CV via email to: [info@hqurbankitchen.co.uk](mailto:info@hqurbankitchen.co.uk) (please do not send hard copies).



Applications must be received by 9am on Monday 24<sup>th</sup> January 2022.

We aim to shortlist, interview for, and appoint the role during the week commencing 24<sup>th</sup> January 2022; we will be flexible to suit notice periods, but we would like the successful candidate to start as soon as possible after that.