

Day Opportunities –Workshop Café Customer Service Assistant at Camphill Milton Keynes

Contract: Permanent, Monday to Friday, 9:30am–3:30pm 27.5hrs PW (With 30 minutes unpaid break at 11am or at another time depending on operational needs)

Salary: £13.45 per hour

Reports To: Café Workshop Coordinator

Location: Camphill Cafe, Camphill Milton Keynes

Purpose of the Role

We are looking for a friendly, reliable, flexible and enthusiastic Customer Service Assistant to join our Café Workshop team. This role focuses on delivering excellent customer service while creating meaningful learning and participation opportunities for adults with learning disabilities and autism.

Working alongside support staff, you will help create meaningful opportunities for adults with learning disabilities and autism to actively participate in all areas of the café workplace.

Key Responsibilities

- Support adults with learning disabilities and autism to participate in customer-facing café activities.
- Encourage Participants communication, confidence and independence.
- Welcome customers and visitors professionally.
- Take orders and assist with food and drink service.
- Maintain a positive customer experience.
- Assist with till operation, taking telephone bookings, stock replenishment and all other catering activities.
- Maintain high standards of cleanliness, hygiene and food safety across all areas of the café including the kitchen, this can include washing up.

General Responsibilities

- Maintain confidentiality and data protection standards.
- Build a professional working relationship with residents, colleagues and relevant professionals.
- Always represent CMKC in a positive and professional manner.

- Adhere to confidentiality procedure.
- Comply with CMKC and Code of Conduct for Adult Social Care Workers in England
- Comply with CMKC policies and procedures.
- To work in accordance with CMKC mission and vision statements and statement of values.

The above list of duties is indicative only and not exhaustive. You are expected to carry out all such duties as are reasonably commensurate with the role.

Staff Training and Professional Development

- Participate in supervision and appraisal.
- Attend meetings and training sessions
- Complete health and safety, safeguarding and food hygiene training.

Person Specification – Essential

- Experience in customer service, hospitality, retail or catering.
- Excellent communication and interpersonal skills.
- Good organisation and time management.
- Commitment to inclusion and equality.
- Basic IT skills.

Person Specification – Desirable

- Level 2 Food Safety Certificate.
- Experience supporting adults with learning disabilities and/or autism.
- Understanding of person-centred support and safeguarding.