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| ***Person specification –***  *Café Assistant* | | |
| **Attribute** | **Essential** | **Desirable** |
| **Experience** |  | Previous experience of working in Café Environment  Experience working with young people who have Special Educational Needs (SEN) and/or Disabilities (D) |
| **Qualifications** |  | Food Hygiene Cert Level 2 |
| **Skills** | Able to provide good customer service  Able to communicate effectively verbally  Able to support students across a range of ability levels  Able to use information technology confidently  Able to use own initiative  Able to work 1:1 with students  To lead shift in absence of Manager after probation  To become an effective member of the staff team |  |
| **Personality** | Positive role model for students  Respectful and able to understand the needs of students and all stakeholders  Composed and calm when faced with challenging situations  To demonstrate and promote the ethos of Employ My Ability to visitors, tourists and members of the public |  |
| **Motivation** | Can motivate students and other staff and contribute to effective team-working  Innovative and creative in all aspects of the role and responsive to changes required to improve and maintain quality services |  |
| **Personal Circumstances** | To occasionally be able to work flexible hours to meet the requirements of students and partners  To be able to work across a 7 day period |  |
| **Other** | Commitment to Equality and Diversity  Support the ethos of Employ My Ability and be fit to work with vulnerable young people | Current driving licence |