**PERSON SPECIFICATION: Ouseburn Farm Charity Ltd – Café Team Leader**

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|  | **Essential** | **Desirable** |
| Specialist Skills | * A commitment to high standards of service delivery. * Ability to follow financial procedures and assist the Farm Business Manager in control of all cash and stock. | * Experience of developing, implementing and monitoring service standards. * Experience in working with and mentoring adults with learning difficulties and disabilities * An understanding of horticulture and utilising produce |
| Personal Skills | * Excellent communication skills. * Excellent customer service skills, with front of house responsibility. * A professional approach, compliant with high customer standards Ability to work on own initiative * Good organisational skills * Ability to be self motivated | * Ability to deliver training to regular trainees as part of an education programme. |
| Experience | * At least three years’ experience working in a customer driven food environment * Experience in developing menus * Experience as a barista in a busy outlet. * Experience of staff/volunteer supervision | * Experience of a high volume modern coffee bar. * Development and delivery of training. |
| Attitude | * Confident manner * Professional approach * A commitment to high standards |  |
| Qualifications, training | * Experience of a similar outlet or a formal catering background. | * Formal training as a barista * Basic food hygiene certificate |
| Other role specific requirements | * A tidy, professional appearance. * A flexible approach to the working week – (hours of work will be flexible and will include some evening and weekend work) |  |