**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
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| 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.
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| 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.
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| Attitude | * Confident manner
* Professional approach
* A commitment to high standards
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| Qualifications, training | * Experience of a similar outlet or a formal catering background.
 | * Formal training as a barista
* Basic food hygiene certificate
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| 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)
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