



Job Description/Person Specification

1. Post

Post:	Community Barista / Hive Maker / Coffee Ninja		
Contract:	Permanent		
Hours:	40 hours per week Some evening and weekend work required		
Salary:	£9.00 per hour + target incentive	Dates:	To start ASAP
Benefits:	Access to company pension scheme Pay incentives Paid holidays Working towards progression of potential senior role Training and professional development opportunities provided		

About BOM Café

Established in 2014, BOM is a centre for art, technology and science in central Birmingham, just around the corner from the Electric Cinema and Old Rep Theatre. We are one of Arts Council England's flagship National Portfolio arts organisations, making cutting edge projects at the frontiers of science, digital and art with incredible and talented people.

BOM has recently undergone a major building refurbishment, and we now have our very own independent café on site, as well as several new galleries and co-working spaces where creative practitioners work and collaborate.

We like to think of the BOM Café as the home of quiet coffee. We've gone to great lengths to remove lots of the distracting noises that come with a coffee shop. We've done this for a couple of different reasons. One, we work a lot with some amazingly talented autistic people, who have helped us re-design our whole building with better light and sound design across each of the spaces. And two, because when you start to tune in to the noise and high energy of coffee shops, it becomes really, really annoying (we know, because we've hung out in A LOT of them while we've been building BOM).

Everything from our hand pull lever espresso machine, to the electric milk frothers and cork coasters, is designed to create a more enjoyable experience for our customers, and provide a space where people can relax, connect and create.

About the Role

We're looking for a people focussed Barista with great energy to join our small team. A hive-maker, who loves connecting people with people and building communities. Someone who loves art, science or technology (or all three!).

Our espresso machine is pretty damn amazing, and we're prepared to put in the training and

support to the successful candidate if they don't yet have the skills to knock out a perfect espresso. But you will need to be able to multi task like a ninja. BOM Café is a small and tightly-run operation where you'll constantly be prioritising and thinking on your feet. Ideally, your life skills would have prepared you for this.

BOM Café is the perfect place for meet ups and you will play a key role in working with our programme team to deliver some of our key community events.

You'll need to be prepared to undertake training to enable you to deal with the various needs of the key communities we engage. Particularly autism-led training, and keeping abreast of current debates around neuro diversity. We'd expect you to advocate for the strong values BOM leads with as an organisation.

You'll also have an entrepreneurial spirit, who can identify and respond to customer demand, come up with new ideas, and put them into practice. This includes developing our menu offer, coming up with special deals and using direct approaches and social media to promote our offer. We will offer a salary incentive for exceeding target.

For more information on BOM please visit our website www.bom.org.uk

2. Supervisory responsibilities/position in structure

Responsible to:	Reports to Operations Manager
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3. Main function of job (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

The Community Barista will play a key role in helping run the BOM Café, serving teas, coffees and preparing food. You'll come up with creative ideas to develop our menu and respond to customer demand. You'll have an outgoing personality, and the vision and energy to promote the café through direct approach and social media to drive new business and increase income.

You will also provide a warm welcome to our customers and take a lead in ensuring the Café is an inclusive and welcoming space that is sensitive to (and able to respond to) the needs of diverse people. You'll be willing to undertake training related to our community needs, and share learning with your colleagues.

You'll help identify new opportunities for community events, such as meet ups, networking and creative events, and work with BOM's programme to realise these.

You must be passionate about great coffee and ethically sourced / home-made food and have good food preparation skills. You will have some experience in a busy front of house environment.

Your principal days may vary as per agreed team rota, but you will need to be flexible with your hours of work in order to maintain an appropriate work pattern with the rest of the team. Weekend and evening work will be required.

4. Main duties

Duties/Responsibilities

- Ensure efficient and excellent service in the Café
- Take a lead in creating the right "welcome" for our customers
- Keep abreast of the current needs of our community, including autistic and neuro diverse people, and undertake training as required which you will share with your colleagues

- Input creative ideas to develop BOM Café's menu and offer; carry out marketing and promotion include social media, direct approach to local businesses and loyalty incentives to grow the community, customer base and spend per head
- Monitor income and expenditure against set targets with the Operations Manager
- Research and source consumables
- Collaborate on community events with the BOM Programme team where appropriate
- Help to manage the preparation, delivery and service standards of food and drink for all customers
- Ensure that the kitchen and Café area are clean throughout the day and meet health & safety requirements including risk assessments
- Ensure smooth handover to other Café staff between rota
- Work with various catering suppliers on choosing and monitoring the quality of food being delivered
- Prepare, cook and serve menu items
- Adhere to strict portion control policy and quality of food preparation documents
- Ensure that all foods prepared, cooked and stored in the cafe meet food hygiene standards
- Complete weekly stock-take and general management of food & drinks
- Help ensure regular review of supplier pricing, menu pricing and wastage
- Help ensure stock control and efficient stock management
- Sourcing other second party suppliers, dealing with deliveries and orders
- Be knowledgeable in legislation around; Food, Health & Safety issues
- Adhere to all licensing regulations and performance
- Be responsible for cleaning and general maintenance of the facility and equipment

Other Duties

- Any other duties that may reasonably be required by the Operations Manager.

5. Requirements to carry out job

Essential or desirable indicated against each requirement	E	D
Person Specification		

