



The Atrium

Coffee Shop Assistant / Barista

Job Description

Job Description – Coffee Shop Assistant

Reports to: Atrium Manager

Details of the role

We are looking to recruit a friendly and reliable Part-Time Coffee Shop Assistant to join our coffee shop team.

The role will involve working a minimum of 8 hours on Mondays, with opportunities to cover additional shifts as required. Duties will include preparing and serving drinks and food, delivering excellent customer service, and helping to maintain a clean and welcoming environment.

Previous experience in hospitality or catering is desirable but not essential, as full training will be provided. A positive attitude, willingness to learn, and ability to work well as part of a team are essential.

Please fill in the form on the following pages, and once completed send with **a full CV** to Olga Ledenova: atrium.manager@greyfriars.org.uk

Job Purpose

The Coffee Shop Assistant / Barista will work alongside the Atrium Manager and Supervisors to support the day-to-day running of the coffee shop. As part of a wider team, the role involves delivering excellent customer service during both quiet and busy periods, responding flexibly to peak demand.

The post holder will prepare fresh food and drinks while maintaining high standards of service, food hygiene, and customer care. Together with the Manager and Supervisors, the role helps create a vibrant, welcoming, and inclusive environment for customers, visitors, and staff.

Key responsibilities of the Cafe Staff include:

Coffee Shop Operations

- Support the opening and closing of the coffee shop, including equipment setup and calibration as required by shift patterns.
- Report any issues that may affect the smooth running of the coffee shop to the Manager or Supervisor.
- Assist with the delivery of parties, events, and special activities as directed.

Customer Service

- Provide friendly, professional, and attentive customer service at all times.
- Build and maintain positive relationships with customers.
- Be responsive to routine customer queries and complaints.
- Operate EPOS tills and chip-and-pin machines, including accurate cash handling.
- Be mindful of the wider spiritual and physical needs of customers and work with the Atrium team to offer appropriate support where needed.

Food & Beverage Preparation

- Prepare and serve hot and cold drinks in line with recipe standards, including use of bean-to-cup coffee machines.
- Prepare and serve pastries, sandwiches, and light food items using appropriate equipment.
- Maintain a good working knowledge of menus, offers, and operational information.
- Ensure all food hygiene, health, and safety standards are consistently met.
- Clean equipment thoroughly after use and prepare for the next service period.

Stock Management

- Receive, store, and correctly record incoming stock.
- Replenish shelves and fridges throughout the day, particularly after busy periods.
- Ensure correct stock rotation and report items nearing expiry to the Manager or Supervisor.
- Notify the Manager or Supervisor when stock levels are running low.

Checks & Compliance

- Carry out and record temperature checks for fridges and freezers, reporting any faults promptly.
- Ensure accurate cash handling and report any discrepancies or shortages.
- Comply with all organizational policies and procedures, including cash, stock handling, and first aid practices.

Cleaning & Presentation

- Prepare the coffee shop and seating areas for opening.
- Maintain high standards of cleanliness throughout service.

- Keep café areas tidy, stocked, and welcoming.
- Report any maintenance or significant cleaning issues to the Manager or Supervisor.

Personal Qualities & Skills

- Ability to promote and support a Christian ethos within the space.
- Friendly, confident, and professional customer service skills.
- Strong communication skills.
- Ability to work well under pressure in a busy environment.
- Well organized, with good attention to detail.
- Flexible, reliable, and able to work both independently and as part of a team.
- Trustworthy and comfortable handling cash.
- Willingness to adapt, learn new skills, and support a variety of tasks.
- Previous experience in a customer-facing or hospitality role is desirable but not essential.

Training

Full training will be provided, including:

- Coffee machine operation
- Food hygiene and safe food preparation
- EPOS and cash handling systems

There will also be opportunities for development into wider responsibilities, including stock ordering, record keeping, promotions, and aspects of business and team management for the right candidate.

Application form

1. Personal details

Last name:

First name:

Address:

Postcode:

Home Telephone No.

Mobile Contact No.

E-mail address:

2. Preferred hours

We like our employees to be able to work flexibly across the week and need to know when other commitments mean you could not be available to work:

For this role, working a 8-hour shift on a Monday is essential.

Please confirm that you are willing and able to work on a Monday – circle as appropriate:

YES / NO

Please confirm when else in the week you are available to work – circle as appropriate:

Tuesday	YES / NO
Wednesday	YES / NO
Thursday	YES / NO
Friday	YES / NO
Saturday	YES / NO

3. Information in support of your application

Skills, abilities, education and experience

Please use this section to demonstrate why you think you would be suitable to work in the Atrium Coffeeshop and how your faith and/or beliefs may help the Atrium team to meet the needs of its customers:

Tell us about what you think good customer service looks like

Please use this section to explain how you would serve customers that come into the atrium:

4. Your Circumstances

Right to work: Do you currently have the right to work in the UK? **YES / NO**

Disability Access: Do you require special access for the purposes of an interview? **YES / NO**

If "yes" please describe any special conditions or adjustments use the space below to tell us?

5. Convictions

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? **YES / NO**

If "yes" please supply further details on the space below to tell us .

References

Please give the detail of **two** references – see guidance sheet for further information.

Name of referee and relationship to you:

Address:

	Postcode:
Email:	Tel:

Name of referee and relationship to you:

Address:

Postcode:	
Email:	Tel:

Declaration

Statement to be signed by the applicant

If successful in my application, I agree to complete a Confidential Declaration form, and to apply for a Disclosure from the Disclosure & Barring Service. I recognize that, under the Diocesan Policy on the recruitment of ex-offenders (page 8 of *Protecting Children in the Diocese of Oxford*, June 2005), having a criminal record will not necessarily be a bar to obtaining the position for which I have applied.

I confirm that to the best of my knowledge, the information given on this form is correct. I understand that false information could lead to dismissal. I consent to the data processing of the information I have given on this form as defined under the General Data Protection Regulation (GDPR) 2020 for the purposes of volunteering with Greyfriars Church.

Signed:

Date: