



JOB DESCRIPTION: BARISTA / CAFÉ ASSISTANT

Hours:	Part-time, 24.5 hrs per week
Reporting To:	Café Supervisor or designee
Direct Reports:	-
Number of Vacancies:	2
Supported By:	Volunteers, Café Staff
Term:	Part-time permanent contract of employment.
Pay:	€13.65 per hour.
Starting Date:	ASAP
Application Deadline:	12 pm noon, Thursday 15 September 2022
Interview Date:	The week commencing 03 October 2022

Overview

Founded in 1997, Outhouse is the LGBT+ community resource centre in Dublin. Our vision is of a vibrant and safe space for LGBT+ people, groups, and organisations that are inclusive of the diversity of our communities.

Our mission is to provide a safe space that facilitates and encourages the growth of services and supports the LGBT+ communities.

In all of our work, we are guided by community, equality, and partnership principles.

Before the pandemic approximately 55,000 people per year access our services that include; a drop-in service; sexual health drop-in clinic; personal development courses; peer support groups; a community café; Ireland's only queer library & theatre; office & multi-purpose meeting rooms for hire; information, referral & support services; outreach & training; activities & events.

Reporting to the Café Supervisor, the Barista / Café Assistant is responsible for assisting in the day-to-day operation of the Outhouse Café. They will provide a welcoming, professional and vibrant barista and food service, ensuring that Outhouse establishes a reputation as a great coffee and food destination.

Funding Restriction on Applicants

The terms of the funding secured for this role stipulate that the successful candidate for this post should generally be in receipt of a payment from the Department of Social Protection.

Key Responsibilities and Duties

Barista Services

- Maintain a high-quality Barista service.
- Provide customers with product details, such as coffee blend, preparation and descriptions.

Day-to-day Café Operations

- Receive stock supplies.
- Preparation of daily café menu.
- Preparation and service of food orders.
- Opening and cash-up of the café till.
- Receive and process customer payments.
- Update café menu board.
- Complete opening and closing duties for each shift.
- Assistance with set-up, preparation and serving for catering and special events.
- Ensure the café policies and procedures are followed at all times.

Customer Service/ Front of House

- Greet customers, providing a high level of customer service and engagement.
- Describe menu items to customers or suggest products that might appeal to them.
- Create and maintain a friendly, vibrant, and supportive atmosphere in the café.
- Direct information, signposting, and support queries to reception or frontline service staff.

Hygiene, Health & Safety

- Clean and sanitise work areas, utensils, equipment, service, display, and seating areas.
- Compliance with HACCP, HSE environmental health guidelines, health and safety policy and all related policies and procedures.

Such other duties may be required from time to time.

Note

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

Functional Competencies

Essential

- Background and interest in food/ hospitality industry.
- Knowledge of food preparation.
- Good understanding of the principles of food hygiene and preparation.
- Excellent customer service and communication skills.
- Ability to work as part of a team as well as autonomously.

Desirable

- Cash handling experience.
- HACCP qualification.
- Previous barista experience.

Behavioural Competencies

Teamwork

Has the ability and desires to work cooperatively with others, collaborating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos. Willing to participate as a member of the team.

- Treats others fairly and respectfully.
- Maintains good working relationships with colleagues by being honest, reliable, and dependable.
- Expresses own opinion while remaining factual and respectful of other team members' perspectives.
- Support team goals, follow team processes, and contribute to team decision-making.
- Encourages other team members by recognising their contribution.
- Regularly volunteers and participates in activities.

Problem Solving and Decision Making

Identifies and solves problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances.

- Recognises that a problem exists.
- Focuses on solutions rather than the problem.
- Shows patience and determination in resolving a problem.
- Knows what decisions they can make in their job and makes them.
- Gathers an appropriate amount of information to support sound decision-making, seeking help where appropriate.
- Demonstrates a logical, straightforward systemic and objective approach to problem-solving.
- Can identify problems that need to be escalated.

Flexibility and Adaptability

Works effectively within various situations with individuals or groups. Adapts one's approach as the requirements of a situation change; adjusts tasks and priorities when necessary. Accepts that changes in one's role may be required from time to time.

- Adapts effectively to change by accepting that changes in one's role may be required from time to time.
- Adjusts plans or reprioritises in light of changing circumstances or unanticipated problems.
- Can work well with various team members with different styles and skill sets.
- Can think calmly and logically when faced with unexpected situations.
- Is willing to learn and use new technology.

Person Centred

Demonstrates eagerness to understand service user's needs. Views the service user as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Demonstrates an inclusive, caring, and empathetic attitude towards service users.
- Treats all service users with dignity and respect; develops rapport and understanding with service users.
- Co-ordinates with other colleagues and LGBT+ service providers to ensure optimum service is provided to all service users.
- Monitors the needs of service users regularly and makes proposals for improvement.

Resource Management

Manages and utilises the organisation's resources most effectively to maximise the value for money proposition and to identify cost savings where possible.

- Understands the range of resources utilised by Outhouse.
- Is acutely aware of the need to utilise resources cost-effectively.
- Demonstrates an awareness of the need for the organisation to operate cost-effectively.
- Seeks ways to improve efficiency and effectiveness of processes, systems, equipment etc.

Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Demonstrates understanding of the LGBT+ sector and their related service/ profession therein.
- Shows an openness, curiosity, and willingness to learn more about the relevant services/ sector.
- Shows an acceptance and inclusion of LGBT+ identities and people in their practice.

Technical and Professional Expertise

Has a command over the technical/ professional skills and knowledge required within the job holder's role and continues to upskill to maintain high professional standards and continuous professional development requirements.

- Demonstrates sufficient knowledge and completes most tasks/ projects with minimum support from others.
- Keeps well informed and is aware of latest advances in their field.
- Applies technical/ procedural knowledge to correctly address a situation in a timely manner.
- Maintains high professional standards including continuous professional development.

Key Relationships

Internal	External
Operations and Development Manager Deputy Café Supervisor Café Workers and Volunteers	Customers Members of the LGBT+ community

Overview of Practical Arrangements

Hours and place of work

Part-time, 24.5 hours per week, on a roster Monday – Sunday. The nature of this role requires flexibility in the hours of work and will require significant weekend and evening work.

Holidays

In addition to the usual public holidays, the annual leave for this position is 21 days per annum (pro-rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken

to ensure the security of your data. To access your data, please submit a request by email to privacy@outhouse.ie, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidates data held by Outhouse.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel, and no future offers of appointment will be made.

Submitting an Application

Please submit a completed application form before the **deadline for application is 12 pm noon on Thursday 15 September 2022.**

Applications should be submitted by email to vacancies@outhouse.ie

We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. We kindly request that you do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur the week commencing 03 October 2022 at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on this date, please state so clearly on your application form.

Candidates should note that canvassing will disqualify them.

Funding

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Rialtas na hÉireann
Government of Ireland



pobal

government supporting communities