



Job Description

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| Job title | Café and Visitor Centre Assistant |
| Reporting to | Café Manager |
| Staff responsibility | None |
| Location | Mary Jones World |

What we do

We are a Christian charity on a mission to offer the Bible to the world.

Mary Jones World is a missional heritage centre that tells the story of Mary Jones and Thomas Charles, and the impact of the world's bestselling book – the Bible – on Wales and the world. The centre is based at St Beuno's Church, which has been sensitively redeveloped using traditional materials. The site has been a place of Christian worship for more than 1,500 years and has strong links with the British and Foreign Bible Society, which Revd Thomas Charles helped establish in 1804. Thomas Charles is one of a number of notable figures buried in the churchyard. Mary Jones World was officially opened on Sunday 5 October 2014 by Leta Jones, the great-great-great-granddaughter of Thomas Charles.

For more information, visit bydmaryjonesworld.org.uk

Summary of role

The Café and Visitor Centre Assistant will support the Café Manager and Visitor Centre staff at Mary Jones World.

This is a flexible position working in both the centre and café, depending on customer demand.

This role will welcome a variety of visitors, including school children, throughout the summer and ensure that the centre provides a high-quality visitor experience.

Main responsibilities

- Assist in the day-to-day running of Mary Jones World, ensuring that the centre and café provide a high-quality visitor experience
- Warmly welcome all visitors and serve their needs efficiently and effectively
- Ensure that all external and internal public areas around the centre/café are kept in a safe, clean and tidy condition and maintained to high standards for visitors
- Ensure any faults, defects or potential hazards are reported to the Café Manager
- Be vigilant and ensure that the security of the buildings and equipment is protected at all times
- Share the story of Mary Jones with passion and enthusiasm to inspire our visitors
- Assist in the small shop area and ensure products are presented well and are available to sell to visitors
- General cleaning and maintenance of the centre: daily spot cleaning of the toilets and centre

- General kitchen and dining duties, i.e. washing up, setting up and clearing away equipment and cleaning tables
- Deal effectively with storage and basic preparation of food and beverages in line with food safety procedures and guidelines
- Ensure that all kitchen equipment – fridge, microwave, cooker, dishwasher etc. – is maintained well and safely operated at all times
- Take orders and serve all types of snacks – e.g. sandwiches/jacket potatoes/panini and drinks – in a timely manner
- General cleaning and maintenance of the cafe: daily spot cleaning of the toilets, checking car park bins, litter pick and other seasonal duties
- Complete any administration paperwork accurately, e.g. cleaning records etc.
- Ensure all food rooms are maintained to a high standard of hygiene

General

- Adhere to our policies and standards in all areas of your work
- Carry out ad hoc duties that may be required to ensure we maintain our effectiveness
- Participate fully in the corporate life of Bible Society, by attending All Staff Meetings and departmental meetings as required

Who we need

Qualifications

- Basic food hygiene certificate is desirable or training will be given

Experience

- Previous experience of dealing with members of the public, perhaps in the retail or hospitality sector
- Proven experience of handling money, giving customers change and cashing up the till at the end of the day

Skills

- Excellent customer service and interpersonal skills
- Able to work collaboratively in a small team but also work on own initiative
- Able to deal with general administrative tasks, e.g. photocopying, completing daily check lists
- Proficiency in Welsh and English is highly desirable
- Able to proactively keep busy at all times, working through a 'to do list'

Personal attributes

- Duties will require working during weekdays, weekends, bank holidays and special events from time to time
- 'Happy to help' attitude with every person who visits the centre and café
- Able to work within government guidelines and have excellent hygiene standards
- Willingness to undertake relevant training to ensure the successful and safe operation of Mary Jones World

- Able to enthuse about the stories of Mary Jones and Thomas Charles
- An all-rounder who enjoys a wide variety of tasks, including cleaning
- Able and willing to perform regular cleaning checks and duties daily
- Heart for working with children – DBS check will be required

Culture and character

Culture

We are committed to building on our unique culture, which is based on an inclusive Christian faith and positive management and seeks to bring out the best in our people.

We want to build a culture that demonstrates our values:

Prayerful – we're honest, attentive and humble, because we work in the sight of God

Imaginative – we're experimental, creative and dynamic, because we're made in the Creator's image

Bold – we're willing to work hard and face hard questions, because we trust each other

Skilful – we study, learn and practise, making the effort to serve others with our best

Joyful – we enjoy our work and seek to build others up, because we're designed to flourish together

Character

As well as recruiting for talent, experience and expertise we are also very interested in the character of our staff and would like to know how you demonstrate the following:

Character for leadership – you will be self-aware and know what it takes to connect well with others, which will enable you to inspire, challenge and support them.

Character for teamwork – you will demonstrate strong interpersonal skills, loyalty to and respect for colleagues, and a collaborative style of solving problems through a shared sense of common mission and purpose.

Character for followership – you will recognise our organisational structure, vision and mission and will constructively and proactively support these so we operate effectively.

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