

## JOB DESCRIPTION

<b>JOB TITLE</b>	Barista
<b>TYPE OF CONTRACT</b>	Full-time, Permanent
<b>RESPONSIBLE TO</b>	Café Manger
<b>COUNTERSIGNING MANAGER</b>	Estates Manager
<b>GRADE AND SALARY</b>	Grade 2 £24,687 to £27,786  Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
<b>HOURS OF WORK</b>	40 hours per week; Monday to Friday (8.30 am - 5 pm) plus evening and weekend work as and when necessary with 30 minutes unpaid lunch break
<b>KEY WORKING RELATIONSHIPS</b>	Director of Finance and Estates, Estates Manager, Front of House Manager
<b>INTERNAL</b>	
<b>EXTERNAL</b>	Students and staff
<b>PROBATIONARY PERIOD</b>	Your employment will be subject to a probationary period of 6 months
<b>BENEFITS</b>	
<b>(1) HOLIDAY ENTITLEMENT</b>	Generous annual leave of 28 days plus Bank holidays. (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
<b>(2) PENSION</b>	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
<b>(3) MATERNITY, PATERNITY AND ADOPTION PAY</b>	Enhanced maternity, paternity and adoption pay will be made for eligible employees
<b>(4) GP 24</b>	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors

<b>(5) EMPLOYEE ASSISTANCE PROGRAMME (EAP)</b>	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
<b>(6) MENTAL HEALTH SUPPORT</b>	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
<b>(7) CYCLE TO WORK SCHEME</b>	LAMDA offers a salary sacrifice cycle to work scheme
<b>(8) EYE TESTS</b>	Sight test costs is reimbursed to employees who require VDU use
<b>(9) HYBRID WORKING</b>	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
<b>(10) GROUP LIFE ASSURANCE</b>	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
<b>(11) SEASON TICKET LOAN</b>	LAMDA offers an interest-free loan for the purchase of an annual season ticket
<b>(12) REWARDS MARKETPLACE</b>	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

## **JOB PURPOSE**

Barista is responsible for preparing and serving coffee and other beverages to customers, their duties include working with other colleagues to help take orders, preparing beverages and providing timely service to customers delivering a high quality, value for money food and drinks service. Working closely with the Estates team, they will ensure excellent customer service, create, prepare and display a food and drinks menu, handle ordering, payments and inventory, to provide a service which gives high staff and student satisfaction

## **DUTIES AND RESPONSIBILITIES**

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments
- Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers
- Packaging food and beverages for sale
- Selling coffee and tea blends and brewing equipment, highlighting the differences between items, and educating customers about brewing methods
- Cleaning and restocking work and dining areas, emptying trash and sanitising equipment and utensils

- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality
- Updating signage and displays to attract customers
- Taking inventory and replenishing items in display cases, at tables, or behind the counter
- Working as part of a fun, high-energy team
- Adhering to all food safety regulations and quality controls, to include, checking temperatures, cleaning procedures, food hygiene, personal hygiene, stock rotation, accurate recordkeeping in line with the BBSF (better business, safe food) safety management system
- Describing menu items and suggesting products to customers
- Assisting the café manager with the preparation of any hot food offering as and when required
- Assisting the café manager with Events as and when required

***This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.***

***The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.***

## PERSON SPECIFICATION

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>SKILLS / ABILITIES</b>	<p>Ability to carry out all aspects of the role to a high standard at all times</p> <p>Ability to work on own initiative, and with resilience</p> <p>Ability to organise workload and multitask</p> <p>Ability to work without direct supervision</p> <p>Ability to work as a member of a team</p> <p>Excellent attendance and punctuality</p> <p>Highly motivated with a drive to introduce continuous improvement</p>		CV/Cover letter/ Interview
<b>QUALIFICATIONS</b>	Catering qualification or relevant experience		
<b>KNOWLEDGE</b>	<p>Stock control</p> <p>Health and Safety</p> <p>Culinary skills</p> <p>Coffee making skills</p>		CV/Cover letter/ Interview
<b>EXPERIENCE</b>	Experience working in a café or restaurant, as a barista		CV/Cover letter/ Interview
<b>QUALITIES</b>	<p>Positive attitude</p> <p>Approachable and flexible</p> <p>Reliable</p> <p>Friendly and excellent customer service skills</p>		CV/Cover letter/ Interview

## ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019, and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumni Benedict Cumberbatch was appointed the Academy's President.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.