



Job Description

Job Title:	Refreshment Service Worker
Location:	HMP Dovegate
Hours:	28 hrs per week
Salary:	£12.71 per hour (Optional Pension Scheme available)

About POPS

POPS is a Charity set up to support the loved ones of those in prison and on community sentence. The Charity was founded by prisoners' families in 1988, we currently provide Family Support services in 16 prisons across the Northwest England, Bristol, Leicester, Yorkshire and Staffordshire.

POPS is contracted by Serco to deliver the family & relationship support service at HMP Dovegate

POPS values diversity. We welcome and encourage job applications from people from diverse backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates.

Purpose of the Post

The purpose of the post is to operate the tea bar refreshment service in the prison visit hall. The post holder will serve a range of hot and cold snacks and drinks to prisoners and visitors during all visit sessions. In addition, the post holder is responsible for maintaining cleanliness of the refreshment area, working to Environmental Health legislation and wider Health and Safety requirements, stock rotation, stock take and ordering and cash reconciliation procedures.

Accountability: POPS' Refreshment Service Supervisor

Main Tasks

- Work on a shift pattern rota basis, which includes weekends, evenings and bank holidays
- Operate the refreshment service in the prison visit hall on all social visits, Family Days/Special events visits
- Serve customer a range of hot and cold snacks and drinks
- Ensure stock availability carrying out weekly stock checks and submitting stock orders.
- Manage sales transactions process, including daily cash reconciliation till reconciliations
- Operate within the required Environmental and Health and Safety legislation for food service outlets
- Maintain hygiene of equipment through regular cleaning
- Maintain documented records in line with environmental health and health and safety requirements
- Cover other areas of POPS' service delivery if required.
- Comply with POPS and Prison policies and procedures.
- Undertake mandatory training and additional CPD activities when required
- Carry out additional relevant tasks as assigned by line manager.

Person Specification

The following are the minimum essential criteria, which will be used to assess your application form. Please ensure that you cover the criteria in your answers, including all your experience, both paid and unpaid.

Criteria	Description	Value
QUALIFICATION	Maths and English GCSE Level C or above.	Essential
	Food Hygiene Level 2	Desirable
EXPERIENCE & KNOWLEDGE	Experience of using own initiative with limited supervision.	Essential
	Experience of working in a customer facing role	Essential
	Experience of working in a team.	Essential
	Experience of working within a fast-moving pressurised environment	Essential
	Experience of working in a food retail outlet	Desirable
	Working Knowledge of food outlet environmental and health and safety standards	Desirable
SKILLS AND ABILITIES	Excellent customer service skills	Essential
	Ability to communicate clearly and effectively	Essential
	Ability to prioritise workload	Essential
	Excellent organisational skills.	Essential
	Able to use Microsoft Word, Excel and Outlook email.	Essential
WORK RELATED CIRCUMSTANCES	Pass enhanced DBS and prison vetting/clearance	Essential
	Work on shift rota basis including weekend, evenings and Bank Holidays	Essential
	Pass Health and Hygiene Level 2 qualification	Essential

	Uphold POPS ethos	Essential
	Comply with POPS' dress code policy	Essential
	Comply with PPE/protective clothing standards as required by environmental health and health and safety legislation	Essential
	Promote equality and diversity and challenge discrimination	Essential
PERSONAL QUALITIES	Polite	Essential
	Friendly and approachable.	Essential
	Confident communicator	Essential
	Non-Judgmental	Essential
	Adaptable and flexible	Essential
	Willing to embrace change	Essential
	Compassionate and understanding	Essential