Harlow Council Job Description

Job Title: **Casual Café Host** **Post Number:** **SC0002X**

Grade:	3	**Date:**	May 2026
Directorate:	Culture and Community		
Location:	The Social Club Café		
Responsible to:	Café Supervisor		

Job Purpose:

To contribute to the successful and efficient running of The Social Club Café at Harlow Innovation Park, undertaking all front-of-house café-based activities including service and cleaning. Exceptional customer service is key to tis role. Café Host's will ensure that all events are well prepared and delivered to the highest customer satisfaction.

1.0 To contribute to the efficient delivery of café, within procedures set out by the Café Supervisor.

2.0 To contribute to the efficient operation of events at The Social Club, within procedures set out by the Café Supervisor or Events and Filming Manager.

3.0 To contribute to stimulating sales.

4.0 To comply with local food hygiene requirements and licensing policies.

5.0 Other duties appropriate to the role.

6.0 Statement of Health and Safety.

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Breakdown of tasks:

1.0 To contribute to the efficient delivery of café, within procedures set out by the Café Supervisor.

1.1 To carry out café and bar sales in a positive, polite and efficient manner.

1.2 To assist with customer enquiries in a proactive, polite and efficient manner, and to demonstrate a customer-focused knowledge of the menu and local area particularly the culture and heritage sectors.

1.3 To ensure data is correctly entered onto the point of sales system.

1.4 To operate café equipment safely, adhering to all training and guidance provided by the café supervisor.

1.5 To ensure that the building is safe and secure reporting any defects to the café supervisor.

1.6 To be smartly presented and adhere to The Social Club's uniform policy

1.7 To close The Social Club, including switching off electronic displays, music and lights, and switch between Café to Event operations as required.

1.8 To carry out cashing-up and accounting procedures as agreed by the Café Supervisor.

2.0 To contribute to the efficient operation of events at The Social Club, within procedures set out by the Café Supervisor or Events and Filming Manager.

2.1 Assist in the preparation of event spaces in accordance with instructions provided by the Café Supervisor or Events and Filming Manager.

2.2 Ensure all required materials, supplies, and resources are in place prior to event commencement.

2.3 Provide a courteous and professional welcome to all visitors attending events at The Social Club

2.4 Monitor guest movement to support safe and efficient crowd flow, seating management, and queue control

2.5 Support the delivery of refreshments and hospitality services in line with The Social Club's procedures and standards.

2.6 Monitor and replenish stock, utensils, and consumables as required

3.0 To contribute to stimulating sales.

3.1 To ensure that point of sales marketing is up to date and eye catching for customers whilst adhering to brand guidelines.

3.2 To photograph and film parts of events on council approved devices.

3.3 To show initiative and contribute to sales-generating activities and ideas.

4.0 To comply with local food hygiene requirements and licensing policies.

4.1 Follow established procedures for safe food handling, preparation, and storage

4.2 Ensure personal hygiene standards are maintained in line with organisational policy and legal obligations.

4.3 Keep all food preparation, service, and storage areas clean, organised, and compliant with hygiene regulations.

4.4 Undertake routine cleaning tasks, including sanitising surfaces and equipment, in accordance with approved schedules.

4.5 Identify and report any hygiene or safety concerns to the appropriate supervisor

4.6 Ensure that personal actions taken during all activities within the Social Club meet the requirements of local authority licensing arrangements.

4.7 Ensure that Challenge 25 Policy is adhered to during all sales of alcohol.

5.0 Other duties appropriate to the role.

5.1 To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.

5.2 All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.

5.3 All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.

5.4 All employees are expected to adhere to requirements of GDPR (General Data Protection Regulation) and The Data Protection Act 2018 and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.

5.5 All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

5.6 This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take into account changes and developments in service requirements.

6.0 Statement of Health and Safety

6.1 Harlow Council is committed to the provision of high-quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974:

6.2

- To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
- To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
- Not to intentionally interfere with or misuse anything provided in the interests of health and safety.