



## Job Description:

### **Pottery Studio Ambassador & Café Assistant**

**Contract:** Part time, Casual Position

**Location:** Skipton

**Hours:** Flexible, Day shifts, Weekends and School Holidays

*(Midweek shifts may be available for those at college who require additional shifts)*

**This is an ideal role for a school or college student - age 16+.**

#### **The Role:**

We are seeking a creative and team-orientated Café & Pottery Studio Assistant to work both in the café whilst also primarily supporting the manager with the day-to-day operations of the ceramic studio. The successful candidate will become involved in all the technical aspects of the pottery studio including glazing, and kiln firing. Also, the filling and emptying of the kiln, restocking, wrapping and care of customers ceramic studios artwork. There is a lot of repetition in the pottery studio so it is important that you genuinely enjoy being physical and hands-on work.

**A key part of this role as Pottery Studio Assistant is to be the studio "Ambassador".** The person responsible for creating and serving a welcoming, clean, fun, and inspiring presence. The person who strives to offer a friendly and fun pottery painting experience for all our pottery studio guests. Excellent customer service is at the heart of Coffee and Clay so this is a must. So too is the ability to take pride in the studio itself.

Reporting to the Coffee and Clay Team Leader/Manager, you'll be responsible for completing a variety of tasks throughout the day whilst showcasing a high level of pride in customer service. We are looking for someone who is friendly, energetic, reliable, and hard working. Alongside someone who enjoys interacting with people of all ages. This is a fantastic opportunity to join our Coffee and Clay team working here in Skipton, North Yorkshire.

#### **About Us:**

This is a fantastic opportunity to join our Coffee and Clay team. We are an independently owned café & pottery painting studio all under one roof on the High Street in Skipton. We are popular with customers of all ages and abilities. It's a great place for people to eat in our café. Alternatively, have relaxing family fun or make keepsakes with their babies hands and feet. We also cater for schools, hen parties, corporate team building, private events etc.

## Main Duties & Responsibilities

- This diverse role includes assisting with the daily studio tasks like the kiln room work, supervising junior staff, stock management, window displays, running parties.
- Ensuring the delivery of excellent customer service, both in the café & the pottery studio.
- Preparation of barista style hot drinks (Experience preferred but training provided).
- Assist customers with the selection and purchase of cafe or pottery studio items, always providing an exceptional and friendly service to customers.
- Assist management to create and market our pottery studio offerings.
- Depending on your experience this may include running competitions and give aways.
- Similarly, the creation of social media posts for the studio across all platforms.
- Or perhaps decorating pottery or designing posters or flyers using "Canva".
- This is a busy hands-on role within our small team, you'll need to be reliable & committed.
- You'll need to be an excellent communicator, especially whilst taking accurate orders using our till system. Or perhaps whilst helping with pottery parties.
- The Studio Assistant is also expected to assist in the downstairs café alongside. Ensuring food orders are delivered promptly, correctly and with a smile.
- You will make sure you work neatly, with all counter tops always being hygienically clean & tidy. Including keeping the pottery studio clean and tidy.
- Correctly marking items with date life and allergen information.
- Ensure customer tables are promptly cleaned and tidy at all times.
- Receive payments accurately on our POS till system.
- As required, washing up, cleaning and general kitchen support duties.
- Mucking in to wrap cutlery, wash and load dishes into the dishwasher.
- Closing responsibilities include cleaning down at the end of busy days.
- Always following basic health & safety policies and food safety management policies.
- Performing additional duties to the above as and when required by the business such as food preparation if required (Training Provided)..

## About You

- Passionate about delivering a high level of customer service.
- Enjoys multi-tasking in a busy fast changing hospitality environment.
- Reliable, friendly, cheerful, positive, and self-motivated.
- Someone with an artistic flare (not essential)
- Multi-Tasker; Imaginative; IT-Literate
- Previous barista experience is preferential, although extra training can also be provided.
- Great communication skills with a bubbly personality.
- Organised, enthusiastic & positive person who enjoys working as part of a team.
- Be calm, patient, and polite whilst always going out of your way to help our customers.
- It is essential you are reliable with excellent attendance.
- A willingness to learn and develop new skills.
- Be a team player, working and building relationships with team members and willing to take on jobs to balance the team workload.
- Be professional at all times, with an ability to work under own initiative and work effectively without direct supervision.
- A commitment towards Coffee and Clay and its business success.



## Working Hours

The Café is open 7 days a week (9.30am-4.30pm). 10.30-4.30pm Sundays.

This role does not have fixed hours as such, it is a Casual Contract to cover business needs as and when required and agreed. Usual hours will be weekend hours and ability to work busy holiday periods is essential. So too is the need for you to be flexible and at time swap or pickup shifts with others in their absence.

*Midweek shifts may be available for those at college who require additional hours.*

## Salary

This position would achieve recent government wage guidelines with salary dependent on age and experience. (Opportunity for advancement based on responsibilities and experience).

## Benefits

- Tips shared out according to days worked.
- Uniform provided.
- Excellent rate of pay.
- Lunch provided.
- Friendly small team.
- Pottery Painting alongside a café.
- Based in Skipton (Gateway to the Yorkshire Dales)
- Independent - so no big company bureaucracy.
- Opportunity to join company pension.
- Flexible hours and work times.
- 25% discount on pottery painting

## How to Apply

To apply, send us your CV and covering letter. Although preferable, please complete the attached application form below in ink and return in a sealed envelope to:

Coffee and Clay, 14 High Street, Skipton, North Yorkshire, BD23 1JZ

Alternatively Send your digital CV or scanned application form digitally via email to:

[jobs@coffeeandclay.co.uk](mailto:jobs@coffeeandclay.co.uk)



# COFFEE & CLAY

## JOB APPLICATION FORM

Please complete this accurately, giving as many details as possible of your skills and experience relating to this job application. Shortlisting will be based on the information gathered from the form, read in conjunction with the job description.

Please ensure the finished form is printed out, signed, dated and returned in a sealed envelope to the address below as soon as possible.

Please complete the form in black ink and BLOCK CAPITALS.

I. APPLICANT'S DETAILS	
<b>Title:</b>	<b>Surname:</b>
<b>First name:</b>	
<b>Home address:</b>	
POST CODE:	
<b>Telephone nos: please include full STD code</b>	
Home:	
Work :	
Mobile (where possible):	
email address (where possible):	
<b>Date of Birth:</b>	
Is there anything concerning your medical history or state of health that is relevant to your application? (Circle yes or no only):	<b>Yes</b> <b>No</b>
Are there any restrictions regarding your employment? e.g do you require a Work Permit?	<b>Yes*/No</b> <i>*If you answer Yes please supply details on a separate sheet of paper</i>
How much notice do you need to give to your curret employer?	



**4. TRAINING**

Please list any training you have received or courses which did not lead to a qualification but which you feel are relevant to the advertised post.

Training Course	Date

**5. EXPERIENCE / SKILLS**

This section is for you to give specific information in support of your application. Please set the information out in the space provided. Use extra paper if required.

After reading the Job Advert carefully, consider to what extent you have gained the skills and experience necessary for the post.

**6. DAYS AVAILABLE TO WORK**

Please circle on which days you are available to work.

Monday      Tuesday      Wednesday      Thursday      Friday      Saturday      Sunday

**7. HOBBIES / COMMITMENTS**

This section is for you to provide you with the opportunity to tell a little bit about you. **Please include in this section the main reason you are applying for the job.**

**8. REFERENCES**

Please give name, address, and position/occupation of two referees. Please make one your present or most recent employer. References will only be taken up for the successful candidate. Testimonials or references from friends and relatives are not acceptable.

1. Name:
Position:
Organisation:
Address:
Tel:
2. Name:
Position:
Organisation:
Address:
Tel:

**9. NEXT OF KIN**

Title:	Surname:	First name:
<b>Telephone nos: please include full STD code</b>		
Home:		
Work :		

**10. CRIMINAL CONVICTIONS**

Do you have any criminal convictions?    Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes please give details on a separate sheet, this should exclude any spent convictions under Section 4(2) of the Rehabilitation of Offenders Act 1974.

**11. DECLARATION AND SIGNATURE**

The information supplied in this application form is accurate to the best of my knowledge.
Signed .....
Date.....

By signing and returning this application form you consent to COFFEE AND CLAY using and keeping information about you provided by you – or third parties such as referees – relating to your application.

**Please print your completed form and return in a sealed envelope to:**

Coffee and Clay, 14 High Street, Skipton, North Yorkshire, BD23 1JZ

Alternatively Send back digitally via email to: [jobs@coffeeandclay.co.uk](mailto:jobs@coffeeandclay.co.uk)