

<b>Role:</b>	<b>Café Assistant</b>
<b>Team:</b>	Enterprises
<b>Reports to:</b>	Café Manager
<b>Contract:</b>	24 hours per week (usually across 3 days, flexible as per business needs)
<b>Location:</b>	Café-based
<b>Salary:</b>	£17,285 for a 3-day week (£13.85/hr, London Living Wage; full time equivalent salary is £28,808)
<b>Overtime:</b>	Yes, on an hourly rate and in agreement with Line Manager
<b>Pension:</b>	6% Gallery contribution, 2% employee contribution
<b>Holiday:</b>	20 days a year for a 3-day working week (which includes equivalent time off for bank holidays)

## The Photographers' Gallery

The Photographers' Gallery explores how photography is connecting, captivating and radically changing our world today. The Gallery's programme and spaces – from exhibitions, talks, workshops and digital platforms to the café, shop and galleries – all explore the beauty, complexity and future of photography. Right outside the Gallery, the very best of contemporary photography is shown for free, day and night, in Soho Photography Quarter. On the borders of busy Oxford Street and vibrant Soho, the Gallery is home to photography experts, novices and the photo-curious; artists and students; tourists, locals and passers-by; and an enthusiastic and committed staff team. The Gallery welcomes over 200,000 visitors annually and has a turnover of circa £4.3 million, and our business enterprises – the Café, Bookshop and Print Sales Gallery – are an essential part of the Gallery's public offer.

## Our values

- **Expose a fuller picture** – by revealing narratives that go beyond the frame.
- **Develop future creators** – by nurturing artists and new audiences and actively seeking under-represented voices in who we work with and welcome in our spaces.
- **Be one social space** – a place for sharing and collaboration, joining up everything we do both virtually and in Soho.

For further details about the Gallery and our activities visit. <https://thephotographersgallery.org.uk/>

## Café at The Photographers' Gallery

The Café is a lively spot. It offers specialty coffee, beer and wine, as well as a seasonal menu of sandwiches, salads, and cakes. The Café is part of The Photographers' Gallery Business Enterprises Ltd. This also includes the Bookshop, Print Sales Gallery, and private event hires. These businesses together make about £1.9 million each year. The Café is expected to generate around £250,000 each year. All profits from our enterprise businesses support the Gallery's charitable aims.

## Team Description

The Café team is integral to the wider Gallery staff team. The Café Manager, Deputy Café Manager, and a small team of Café Assistants make up the team.

### **About this role**

The Café Assistant prepares food and drinks and serves customers in a timely manner. They keep the space clean and offer great customer service. They also follow health and safety rules.

### **Main responsibilities:**

- Prepare and serve a range of hot and cold drinks, including speciality coffee and teas, as well as cakes, pastries, and other food items.
- Provide a high-quality service and an inclusive atmosphere for all customers.
- Adhere to strict standards of cleanliness, food hygiene, and health and safety.

### **Outline of key tasks**

As Café Assistant, you will:

- Demonstrate the highest standards of customer welcome and care.
- Work as part of a team to ensure the smooth running of the café.
- Process customer orders in an accurate and efficient manner.
- Prepare and serve a variety of food and beverages, following recipes and procedures to ensure consistent quality.
- Ensure that all foods prepared, cooked, and stored in the café meet food hygiene standards.
- Keep the kitchen, service, and café areas clean all day.
- Make sure they meet health and safety standards.
- Be responsible for cleaning and maintaining café equipment
- Enthusiastically promote offers and seasonal menus to customers.
- Work within established guidelines and operating procedures.
- Support the delivery of gallery events and private hires as required.

Staff are also encouraged to support the wider, internal workings of the Gallery, where possible, by joining one or more voluntary working groups such as the Staff Forum; Equalities, Diversity & Inclusion taskforce; Environmental Working Group; by contributing to staff/team meetings; and through attending training sessions.

### **Working hours**

This role requires 24 hours of work each week. Hours are flexible to match team needs and business demands. You may need to work some weekends and evenings. This supports regular evening openings, exhibition launches, other gallery events, and private hires.

### **Ideal experience, skills, and qualifications:**

- Experience in a similar role working in café operations.
- A passion for catering high-quality food and drink, with good presentation skills.
- Assured communicator with strong customer-service skills.
- Ability to use one's own initiative and to be a good team player.
- Maintain a professional, calm manner when under pressure.
- Detail-oriented and dedicated to product quality.
- Knowledge of food safety and hygiene standards.

We value the person specification as a guide. We welcome applications from people with different skills, experiences, or views that can improve the role.

Any materials you provide as an applicant are your Intellectual Property. The Photographers' Gallery will only keep such materials as part of the recruitment and selection process.

The Photographers' Gallery is committed to equal opportunities and encourages applications from all people without discrimination. We particularly welcome applications from people currently under-represented in the arts sector, particularly disabled people, and those from global majority backgrounds.

To apply for this role, complete the application and Equal Opportunities Monitoring forms. We cannot accept CV-only applications.

Email both completed forms to [vacancies@tpg.org.uk](mailto:vacancies@tpg.org.uk). Use the subject line: **Café Assistant**.

**Deadline for applications: 23/04/25, 5pm.**

**All applications received before this deadline will be considered.**

**Telephone interviews and 2-hour trial shifts scheduled from w/c: 21/04/25 onwards.**



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