



TRURO

CITY COUNCIL

Making Truro a great place to live, work and visit

Dear Candidate,

Thank you for expressing an interest in the Café Assistant role with Truro City Council.

We hope that the contents of this application pack will provide an insight into our organisation, the role and what it is like to work here. The Council is growing quickly, and we are looking for leaders who will support our organisation as it moves through a period of change and growth.

We hope you find everything you need to apply for this position, but should you require additional information about the recruitment process please do not hesitate to get in touch.

Good luck with your application.

David Rodda
Town Clerk

Truro City Council

About the Council and City

- Mission Statement – To make Truro a great place to live, work and visit.
- Local Level Government in Truro.
- We have 24 elected and unpaid Councillors.
- The council has over 60 members of staff in the team and the Council is responsible for a range of services including parks, cemeteries, allotments, community library, visitor information, public conveniences, community development and planning.
- Truro became a city in 1877.
- Truro is derived from Truru which means 3 rivers – 3 rivers merge into 1 to create Truro River.
- We have 3 main committees, these are: Finance and General Purposes Committee, Parks and Amenities Committee and Planning Committee.
- Truro City Council own the Public Cemetery and four Allotment sites (in the process of developing a fifth site) and these are the Council's only Statutory Duty.

About the Role

This is an opportunity to play a key role in supporting the positive progress Truro City Council has been making in recent years.

Truro City Council is committed in making Truro a great place to live work and visit and is seeking a motivated part-time, zero hours, permanent Café Assistant to work in Café in the Park at Boscawen Park.

The position is a fast-paced exciting role primarily to provide support to the Café in the Park within Truro City Council.

The ideal candidate will need to demonstrate skills and knowledge in the following areas:

- Communication – Ability to communicate in a clear and confident manner, tailoring the approach to fit the needs of the audience.
- Interpersonal Skills – Creating and maintaining positive relationships across multiple departments.
- Enthusiasm and positive approach – Enjoy working in a team.
- Café experience – Including but not limited to the preparation of food, dealing with various forms of monies, and customer service.
- Ability to role model the Council's agreed behaviours of Civility and Respect.

Terms and conditions of employment

Truro City Council staff are employed under Local Government Services (Green Book) terms and conditions with some terms and conditions agreed locally

The key provisions are:

- Permanent Part-time Zeo Hours – up to 28 hours per week.
- Location: Café in the Park
- Salary: Grade 2 £11.59 per hour (NMW for anyone under 21)
- We offer between 23 and 29 days holiday a year (pro rata); plus, bank holidays, two additional statutory days, St Piran's day, should this fall on a working day and a Local Government Pension scheme.
- Incremental progression subject to satisfactory performance

How to apply

- To apply please download an application pack from Truro City Council website.
- Once you have an application pack, if you would like to apply, please complete the application form within this pack, or if you have difficulty accessing this, please email HR@truro.gov.uk
- Please email your current CV and completed application pack to HR@truro.gov.uk prior to the deadline stated below.
- Deadline for applications is **12 Noon Monday 20th May 2024.**
- The Selection process will be held during week commencing 27th May 2024 and any face to face interviews will be held at the Café in the Park, Boscawen Park, Malpas Road, Truro, TR1 1SG.

Truro City Council is committed to equality, diversity and inclusivity being at the heart of everything they do.

Job description

Café Assistant

Department: Parks Department

Salary Grade: Grade 2 £11.59 per hour (NMW for anyone under 21)

Pension Scheme: Local Government Pension Scheme (LGPS)

Responsible to: Café Supervisor & Café Manager

Working Hours: Zero Hours – up to 28 hours a week mid-week availability and flexibility required

Workplace: Café in the Park, Boscawen Park

Supervisory Responsibility: None

Functional Links: Café Manager, Café Supervisor, staff in the Parks Department, members of the public and other stakeholders.

The Job Description outlined below indicates the general nature and level of the work undertaken and is not intended to be a detailed list of all duties and tasks. Responsibilities may be periodically updated to meet organisational needs in consultation with the jobholder.

JOB PURPOSE

The Café Assistant will support the day to day running of the Café and report to the Café Supervisor and Café Manager. Mid-week availability and flexibility to cover various hours and days is required.

KEY RESPONSIBILITIES

- Prepare and serve hot and cold food and beverages.
- Wait on table.
- Manage daily café preparations and general cleaning at the end of each day.
- To engage with customers in a professional and friendly manner.
- To process cash and card payments accordingly.
- To receive and store stock as required.
- Some cleaning duties are required at the end of each working day.
- Satisfactory DBS Check.
- To attend training courses as required.
- To represent the Council in a calm, non-confrontational and courteous manner and to ensure that any complaints are followed up and resolved constructively.
- To work positively with other members of staff at the Council in a supportive manner.
- To actively manage own training and development.

- To actively and positively contribute to the appraisal process and follow up on agreed actions.
- To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all City Council procedures and guidelines which assist this.
- To work at all times with the Council's Dignity, Diversity & Respect Policy.
- To undertake such other duties as may be required within the general scope of the job. There may be a requirement to undertake other duties and / or times of work as required that commensurate with the grade / level of responsibility to ensure the effective delivery of the service.

All employees are required to commit to Truro City Council's Equality, Diversity and Inclusivity policies and values, treating colleagues and customers with dignity and respect.

Signed (postholder):

Date:

EQUAL OPPORTUNITY FORM

Truro City Council is committed to providing equal opportunities and our policy is to ensure that no job applicant or employee receives less favourable treatment, on the grounds of sex, pregnancy, race, colour, national or ethnic origin, marital status, disability, sexual orientation, religion, age or trade union membership. In order to monitor the effectiveness of our Equal Opportunities Policy, we request that applicants provide us with the information outlined below. This information will only be used for this purpose and will be kept in accordance with the UK General Data Protection Regulations (GDPR) and Data Protection Act 1998. This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.

Job Applied For: Service Delivery Manager						
1. What age are you? Please tick the appropriate box						
16 or under <input type="checkbox"/>	17 – 24 <input type="checkbox"/>	25 - 35 <input type="checkbox"/>	36 - 45 <input type="checkbox"/>	46 – 55 <input type="checkbox"/>	56 – 65 <input type="checkbox"/>	66 & over <input type="checkbox"/>
2. What is your marital status?						
Single <input type="checkbox"/>		Married <input type="checkbox"/>				
Civil Partner <input type="checkbox"/>		Other <input type="checkbox"/>				
3. Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>				4. Religion or None <input type="checkbox"/>		

5. I belong to the following ethnic grouping: (Please tick the appropriate box and give further details where indicated)

A: White A1: British <input type="checkbox"/> A2: Irish <input type="checkbox"/> A3: Any other white background (please specify) <input type="checkbox"/>		D: Black or Black British: D1: Caribbean <input type="checkbox"/> D2: African <input type="checkbox"/> D3: Any other black background (please specify) <input type="checkbox"/>	
B Of mixed race: B1: White & Black Caribbean <input type="checkbox"/> B2: White & Black African <input type="checkbox"/> B3 : White & Asian <input type="checkbox"/> B4: Any other mixed background (please specify) <input type="checkbox"/>		E: Asian or Asian British: E1: Indian <input type="checkbox"/> E2: Pakistani <input type="checkbox"/> E3: Bangladeshi <input type="checkbox"/> E4: Any other Asian background (please specify) <input type="checkbox"/>	
C: Chinese: <input type="checkbox"/>		F: Other ethnic group (please specify, e.g. Cornish)	

6. A disability is a physical or mental impairment which has a substantial and long-term effect on the ability to carry out normal day to day activities. Do you consider yourself to have a disability? Yes <input type="checkbox"/> No <input type="checkbox"/>
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I understand that this information may be stored and processed as part of the Truro City Council monitoring of equal opportunities and I give my consent to my details to be used for this purpose.

Note: If you have any disability for which special arrangements should be made during the recruitment and selection process please contact the Council's HR Department: 01872 274766

APPLICATION FORM: Café Assistant

The closing date for the receipt of applications for this appointment is: **12 Noon Monday 20th May 2024**

If you require this application form in a different format, for example Large print please contact HR@truro.gov.uk

Completed application form to be returned via email to: HR@truro.gov.uk

Post applied for:

How did you hear about this vacancy/ where did you see the vacancy advertised?

PERSONAL DETAILS

Surname:

Name:

Permanent address.....

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.....

Post code.....

Email.....

Telephone numbers:

Home.....

Mobile.....

Business.....

Are there any restrictions on your taking up employment in the UK? If so, please provide details:

If selected for interview, would you require any reasonable adjustments to be made to support you at an interview? If so, please could you provide an indication of what adjustments you would require

CRIMINAL CONVICTIONS

We will treat applicants who have a criminal record fairly and will not discriminate because of a conviction or other information revealed. Possession of a criminal record will not automatically prevent applicants from working with us. As part of the recruitment process any information revealed regarding a criminal record will only be considered in light of its relevance to the post for which the candidate is applying.

If you declare an unspent conviction, we may write to you requesting further information. You may be asked about unspent convictions at an interview.

All offers of employment may be subject to a minimum of a basic disclosure to verify the information you provide, unless the role which you have applied for requires a higher level of check from the Disclosure and Barring Services (DBS), in which case we will clearly state the level of DBS disclosure required on the job description paperwork.

Please list any convictions or cautions which are not "spent" as defined in the Rehabilitation of Offenders Act 1974 (as amended).

Signature.....

Print name.....

Date.....

APPLICATION FORM: Café Assistant

APPLICANT NAME: _____

1. SUPPORTING STATEMENT

Please read the job description and person specification. Using examples, show how your knowledge, skills and experience meet each of the essential requirements of the person specification and as many desirable requirements as possible. Please draw on your relevant experiences, including paid employment, voluntary work, family experiences and leisure activities as evidence.

Continue on a separate sheet if necessary.

2. CURRENT OR MOST RECENT EMPLOYMENT

Name & address of present or most recent employer:	Position held:
	Grade/salary:
	Date of appointment:
	Period of notice required:

3. PLEASE GIVE TWO REFEREES – One of whom SHOULD be your present employer (or last employer if unemployed) who will be contacted prior to interview if you are short listed, unless you specify not to do so.
PLEASE DO NOT USE RELATIVE

Name:

Name:

Address:

Address:

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Post Code:

Post Code:

Tel. No:

Tel. No:

Email address:

Email address:

Please tick if you do not give permission for Truro City Council to contact your referee without prior permission

Please tick if you do not give permission for Truro City Council to contact your referee without prior permission

4. OUTSIDE INTERESTS, UNPAID WORK, WORK EXPERIENCE & NON-VOCATIONAL ACTIVITIES

Please give a description of any outside interests or unpaid work you have or do which may be relevant to this position and which you think may support your application (continue on a separate sheet if necessary)

Have you ever received a redundancy payment from previous Local Authority employment? If so, please state employer and year payment received.

Are you related to any Member or Senior Officer of Truro City Council?

YES/NO

If yes, please confirm who _____

I declare that to the best of my knowledge all the information supplied on this form is correct. I fully understand that the withholding of relevant information or any false or misleading statement could result in the withdrawal of an offer of employment or in dismissal.

I agree that if I am successful in obtaining the role, this information will be retained in my personnel file during my employment and up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. If I am unsuccessful in obtaining the role, I understand that Truro City Council shall retain this form for six months, after this time it shall be destroyed.

I agree that should I be successful I will, if required apply to the Disclosure and Barring Service (formally the Criminal Records Bureau) for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the Council any offer of employment may be withdrawn or my employment terminated.

Signature.....

Print name.....

Date.....

WE DO NOT ACCEPT CANVASSING EITHER DIRECTLY OR INDIRECTLY

All completed forms shall be stored securely and used only for the purposes of the recruitment for the role for which you have applied. Truro City Council shall adhere to our obligations under the GDPR.

The recruitment and selection process will be free from bias or discrimination. Recruitment will be managed objectively and decisions about suitability for vacancies will be based on specific and reasonable job criteria. Truro City Council is positively committed to making reasonable adjustments for those who have a disability in the recruitment and selection process, or to enable someone to work with us.

During or after the recruitment and selection process Truro City Council are not obliged to give feedback to the applicant.