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| Culture Coventry Logo RGB (2)  **Culture Coventry** | |
| **JOB DESCRIPTION** | |
| **Post Title:** | **Alfreds Multi Skilled Operative** |
| **Department:** | **Coporate Development** |
| **Reports To:** | **Café Manager** |
| **Job Purpose:** | * To provide a professional Food and Beverage service within both retail and hospitality areas, meeting and exceeding customer expectation. * To be an ambassador of Culture Coventry’s vision through positive engagement with visitors, ensuring they gain a full appreciation and enjoyment of Coventry’s rich history through our collections. * To work collectively and collaboratively with the local community, visitors, volunteers and other key stakeholders to ensure all our sites are key lifelong and creative learning establishments. |
| **Primary Responsibilities:** | * To present a professional and efficient careering delivery o customers. * To adhere to the standard operating practices of the department. * To adhere to the Company policies in particular – cash handling, Timekeeping, Dress Code and Code of behavior whilst on duty. * Comply and work in accordance with all current applicable health & sadety/ fire safety legislation and group health & safety/ fire safety policies, procedures and arragements as applicable to your work activities and work environment. * To attend daily briefings and carry out the shift duties assigned by the manager in the operational area. * To complete usage sheets and/or stock sheets correctly and clearly. * To resolve any customer issues or to ensure that they are escalated in the appropriate manner. * To establish and maintain co-operative relationship with other staff members. * To demonstrate the Trust’s values and behaviours at all times to ensure we treat each other and our customers with dignity and care. * To work collaboratively with colleagues across all sites to foster a professional and supportive environment that clearly shows we are united. * To take pride and ownership in setting new standards and new ways of working that support and increase and build our resilience as business for the future. * To support the delivery of the Trust’s financial objectives and growth agenda, by always looking at ways we can maximize opportunities to grow our audience and generate income. * To put the customer at the heart of all decisions and actions, to ensure we deliver exceptional customer experience at all times. * To represent Culture Coventry on all appropriate local, regional, national and international forums, workshops, events, reviews and consultations relevant to this post. |
| **Other Duties** | * At all times ensure that working practices are in line with the requirements of Culture Coventry’s Health and Safety Policy and generally seek to ensure the safety of Culture Coventry’s employees and visitors, including in the event of an emergency evacuation. * To support the remainder of the Culture Coventry team when required for conferences, gallery openings and any other events over and above the normal day-to-day running of the museums ensuring that commercial opportunities are maximised. * To actively engage with any special projects or builds and annual events / large public festivals that may occur from time to time over and above the normal day to day running of the museums ensuring that all commercial opportunities are maximised. * Any other duties that fall within the scope and spirit of the post. |
| **NB. The nature of the post may require a commitment to Culture Coventry Trust outside of normal working hours (e.g. weekends, evenings, Bank Holidays, etc.). Time-in-lieu will be granted for such hours worked.**  Dependant on your role, a driving licence may be required to ensure the most efficient contact with external bodies and support Culture Coventry Trust’s external events policy.  Post holders will be accountable for carrying out all the duties and responsibilities with due regard to the Charitable Trust’s Health and Safety and Equal Opportunities Policies.  Duties, which include processing of any personal data, must be undertaken within the corporate data protection guidelines. | |
| **Please note**:   * The **black wording** within this document details your individual role requirements and responsibilities, which you will be expected to demonstrate and achieve in the performance of your role. * The **green wording** outlines core behaviours, requirements and responsibilities that are expected of all employees within the Trust. This has been included in all job descriptions to ensure that everyone shares a common purpose to ensure we achieve our vision and live our values. | |

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| **PERSON SPECIFICATION**  Assessment for recruitment requirements and competencies | |
| **Aptitudes / Skills / Abilities** | **Essential**   * Pocesses food and beverage service skills. * Punctual * Takes pride in their work. * Customer focused. * Customer focused with the passion and ability to identify customer audiences, understand their specific requirements and place them at the heart of everything the Trust does. * Strong communication skills both face‐to‐face and in writing. * Self‐motivated with the ability to take the initiative. * A team player with an approachable manner. * Sensitive to the different cultural backgrounds of Coventry’s diverse communities and a commitment to equal opportunities practice both at work and with customers. * A flexible approach to work with the willingness and ability to work outside standard hours on occasion.   **Desired**   * Readiness to work with people and the ability to respond to differing needs, e.g. disabled, children, diverse cultures and differing levels of understanding. * Demonstrable interest in and enthusiasm for the arts and heritage sector. * A background in a culture/ leisure type of environment. |
| **Knowledge And Experience** | **Essential**   * Experience within a catering environment. * Knowledge of liquor licensing. * Experience in delivering a proactive and high level of customer experience. * A background in a culture/leisure type of environment.   **Desired**   * A good level of understanding of industrial history, coupled with a recognition of Coventry’s place in that history. * Shorthand would be an advantage. * Local Coventry knowledge for signposting callers to places of interest/directions * Knowledge of best practice health and safety within an organisation |
| **Education and qualifications** | **Essential**   * Evidence of GCSE Maths and English at Grade C or above. * Level 2 Food Saftey and Hygiene.   **Desired**   * Recognised training certificate TS1 and TS2 desirable along with Starbucks trainer qualifications. * Evidence of post formal educational development would be an advantage.e |
| **Special Requirements:** | * This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure may be required prior to appointment. * A clean driving license may be required dependent on your role to fulfill the requirements of the post. |