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| JOB DESCRIPTION |  |

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| **ROLE:** Cafe Assistant  **LOCATION:** Alfreds Café – Herbert Art Gallery & Museum  **RESPONSIBLE TO:** Café Manager  **RESPONSIBILE FOR:** N/A | **CONTRACT:** Part-time  **WORKING HOURS:** 20 hours on Rota basis including weekends and holiday periods.  **SALARY:** Grade 2  “£8.04 p/h (Statutory National Living Wage will be applied where applicable)”. |
| **OVERALL PURPOSE AND OBJECTIVE OF THE ROLE:**   * To provide a professional Food and Beverage service within both retail and hospitality areas, meetings and exceeding customer expectations. | |
| **MAIN DUTIES AND RESPONSIBILITIES:-**   * To present a professional and efficient catering delivery to 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 & safety/ fire safety legislation and group health & safety/ fire safety policies, procedures and arrangements 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 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 be flexible and work weekends, holiday periods and occasional evenings.   **GENERAL RESPONSIBILITIES:-**   * To embrace and lead by example on the company’s key values; * Identify and review risks with your Line Manager as part of the organisational risk register; * Contribute to the ongoing review and development of the Trusts policies and procedures to support continuous improvement; * Ensure adherence to all Trust policies and procedures; * Ensure your teams comply with and understand all Health & Safety policies and requirements; * Support and input into the organisational digital strategy as required; * Identify and collaborate with potential key external stakeholders; * Identify fundraising or sponsorship opportunities and highlight these to your Line Manager; and * Ensure adherence to the GDPR in respect of all data collected and maintained. * To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company. * To promote Equality and Diversity and ensure full compliance with Company policy. * To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position. | |
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| PERSON SPECIFICATION | | | |  |
| **Criteria** | **Essential** | **Desirable** | **Evidence** |
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| Process 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 in writing. | 🗹 |  |  |
| Self-motivated with the ability to take the initiative |  | 🗹 |  |
| A team player with approachable manner |  | 🗹 |  |
| A flexible approach to work with the willingness and ability to work outside standards hour on occasions | 🗹 |  |  |
| Experience within a catering environment | 🗹 |  |  |
| Knowledge of liquor licensing |  | 🗹 |  |
| Local Coventry knowledge for signposting callers to places of interests/directions | 🗹 | 🗹 |  |
| Knowledge of best practice health and safety within an organisation |  | 🗹 |  |
| Evidence of GCSE Maths and English at Grade c or above | 🗹 |  |  |
| Level 2 Food Safety and hygiene |  | 🗹 |  |

**Date Created:** October 2019

**Date Amended:**