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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.
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| **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:**