**Culture Coventry Trust**

**Herbert Art Gallery & Museum**

**Jordan Well**

 **Coventry**

 **CV1 5QP**

**JOB DESCRIPTION**

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| **Job Title:** | Café Assistant |
| **Reporting to:** | Café Manager |
| **Responsible for:** | N/A |

**SCOPE**

Culture Coventry Trust and Coventry Sports Foundation are operating as CV Life, so that the scope of this Job Description as a CV Life document extends to cover the employment of employment contracts held with either Culture Coventry Trust or Coventry Sports Foundation.

**OVERALL PURPOSE AND OBJECTIVE OF THE ROLE**

To provide a professional Food and Beverage service within retail and hospitality areas, which exceeds customer expectations.

**MAIN DUTIES OF THE ROLE**

1. To present a professional and efficient catering delivery to customers.
2. To adhere to the standard operating practices of the department.
3. To adhere to the Company policies in particular – cash handling, timekeeping, dress code and code of behavior whilst on duty.
4. 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.
5. To attend daily briefings and carry out the shift duties assigned by the manager in the operational area.
6. To complete usage sheets and/or stock sheets correctly and clearly.
7. To resolve any customer issues or to ensure that they are escalated in the appropriate manner.
8. To establish and maintain co-operative relationship with other staff members.
9. 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.
10. 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.
11. To put the customer at the heart of all decisions and actions, to ensure we deliver exceptional customer experience at all times.
12. To be flexible and work weekends, holiday periods and occasional evenings.

This Job Description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.

**RESPONSIBILITIES FOR ALL EMPLOYEES**

* To embrace and lead by example on the Company’s key values of PRIDE, PASSION and PERFORMANCE or those that might at any time be subsequently re-defined.
* To support the Company’s commitment to providing a safe environment for children, young people and vulnerable adults, ensuring awareness of the Company’s Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.
* To undertake all duties and fully comply with all of the Company’s general standards and those relating to the specific requirements of the role.
* To take care of their own health and safety and that of others who may be affected by their actions at work, and to co-operate with health and safety matters to help everyone meet their legal requirements.
* To co-operate with managers and colleagues to ensure environmental responsibilities are complied with.
* To carry out tasks at a range of sites that are either operated or managed by the Companies / Trusts or where services are delivered by the Companies / Trusts
* To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the Companies / Trusts. To generally help promote the work and public image of the Companies / Trusts, always maintaining high standards of customer service and personal appearance.
* To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
* To interact positively with customers adopting a friendly and professional approach at all times.
* To comply with the General Data Protection Regulations when dealing with, maintaining, sharing and storing information.
* To undertake other duties as specified, which are appropriate to the qualifications, experience and general level of the post.

**Date Created: February 2023**

**Date Reviewed:**

**PERSON SPECIFICATION**

**Essential Personal Attributes**

* Process food and beverage service skills
* Good Punctuality and time-keeping
* Takes pride in their work
* Customer focused with the passion and ability to identify customer audiences and understand their specific requirements.
* Strong communication skills.
* Self-motivated with the ability to take the initiative
* A team player with approachable manner

**Essential Knowledge and Experience**

* Process 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

food and beverage service skills.

**Essential Special Skills**

* Level 2 Food Safety and hygiene

**Special Circumstances**

* A flexible approach to work with the willingness and ability to work outside standards hour on occasions.