

LINCS INSPIRE LIMITED

JOB DESCRIPTION

Job Title:	Café/ Bistro Assistant, National Centre for Craft and Design
Accountable to:	Catering Supervisor/Duty Manager
Grade:	£8.31 per hour (or age equivalent pay rate)

Overall Purpose of the Role

To ensure all customers receive a friendly and efficient service from any of the company's catering outlets and facilities

To support the delivery of special events within the National Centre for Craft and Design (NCCD) and surrounding area, where a catering or beverage provision is provided.

To maintain high standards of hygiene and presentation at all times.

Responsibilities

- As directed by the Catering Manager ensure the efficient and friendly delivery of café and catering services within Lincs Inspire Limited's facilities.
- Cooking and food preparation for customers
- Support the delivery of catering and beverage facilities at specific events both internal and external. This may include exhibitions, festivals, corporate events, children's activities and private hire bookings.
- The NCCD operates seven days a week, the post holder will work as part of a rota system and depending on duty management provision will either report directly to the Catering Manager or in his/her absence the Duty Manager.
- As directed by the Catering Manager, ensure all legislation and licensing regulations are adhered to with regard to the sale and consumption of alcohol.
- Ensure a positive customer experience including front of house meet and greet, customer venue familiarisation and occasional waiter/waitressing services.
- Control and monitor food production, wastage and accurately record. Ensure kitchen stores/stock is secured at all times, and support the Catering Manager with regular stock audits.
- Under the direction of the Catering Manager operate a PAP system (positive action protocol), with all data logged and recorded to demonstrate due diligence and compliance.
- Support event administration procedures including for example; ticket checks and completion of registration/entry forms.

- As directed by the Catering Manager ensure all customers requested special requirements are addressed, for example access requirements or provision of special dietary needs.
- Undertake routine preparation of the café area for daily use and complete security checks when required. Prepare designated areas (including the moving, setting up and storage of furniture and equipment) to provide a safe and comfortable environment for customers.
- As directed by the duty management, ensure all health and safety requirements and environmental health requirements are fully met.
- There will a requirement to handle cash and be able to balance cash using a till system on a daily and weekly basis, and to complete relevant paperwork to ensure that all accounts balance at the end of shift.
- Carry our regular checks throughout a shift/event to ensure the café and customer facilities are maintained to the highest standard.
- To support the centre's duty management in the event of any emergency and be fully familiar with the centre's evacuation procedures.
- To undertake any other reasonable duties as required by the Catering Manager or duty management.

Accountabilities:

3.1. Delivering Results

- Ensure that good relationships are developed with customers, supporting continued business development and a positive company reputation.
- Post holder is at all times representing Lincs Inspire and as such should portray a smart, positive and professional approach.
- Events and activities are programmed in advance and their timely delivery is essential.

3.2. Managing Resources

- Be responsible for the handling of cash, under supervision of duty management.
- Ensure full compliance with bar licencing conditions and white book procedures for food hygiene, at all times minimising waste.

3.3. Compliance with Statutory Regulations

- Fully understand and apply all relevant operational procedures and standards as directed by the centre's Operational management
- Ensure all equalities, health and safety and safeguarding policies and procedures are adhered to.
- Full understanding of all alcohol licence obligations as required for each relevant venue
- Maintain current knowledge of food hygiene policies and practices, along with any new standards required to be implemented

4. Contacts and Communications

- Regular customer contact, often establishing a first impression for the company and therefore supporting the company's business development.
- Staff contact across the company and at different venues.

- From time to time supporting supplier deliveries and collections and ensuring accuracy at all times.
- The post holder will also respond to routine customer enquiries relating to an event or service. All complex or contentious enquiries will be handled by the centre's duty management.

Decision Making – Planning, Creativity and Innovation:

5.1. Planning

- Adherence to event programming is essential, including any required pre or post activities, as determined by the centre's duty management. For example set up/clearance times.
- Assist duty management with the planning and coordination of events both internally and externally, and in accordance published timetables

5.2. Creativity and Innovation

- High standards of presentation are essential to ensuring a positive customer experience
- Flexibility and the ability to adapt to changing customer requests will also support a positive customer experience

5.3. Decision Making – Discretion

- The post holder will work within defined delivery guidelines and legislation as directed by the centre's duty management. However, from time to time swift responses to customer requirements may be needed. Advice and guidance will be available at all times.

5.4. Decision Making – Consequences

- The post holder will work as part of a team to ensure a positive customer experience.
- Advice and guidance is readily available from the centre's duty management and therefore any effect of a decision is likely to be short term, readily identified and remedied with minor impact.

Working Environment:

6.1. Work Demands

- The post holder will work within a programme of set tasks as part of a structured work programme.
- Work may be subject to change as a result of cancellations or amendments to programmes of activity.

6.2. Physical Demands

- The post is essentially working in a bar/catering/retail/front of house environment, requiring periods of standing, lifting and carrying and regular use of kitchen/bar equipment.
- Frequent cleaning of all kitchen, servery and cafe areas will be required, as directed by the centre's duty management and in accordance with current hygiene and food handling/preparation requirements/legislation.
- Food handling and preparation.

- As a typical kitchen environment this also includes exposure to varying temperatures.

6.3. Working Conditions

- Majority of events and activities will be delivered within visitor centre and its surrounding environment
- Occasional special external events may take place in partner facilities or as part of a wider district event

6.4. Work Context

- Flexibility in work patterns is essential as evening and weekend work is required.
- Delivery timetables can be subject to changes depending on business demands.
- Lincs Inspire operates services 7 days per week, including bank holidays which can often be busy times for centre.

Knowledge and Skills	Essential or Desirable	Assessment Method (Application/ Interview)
Demonstrates a track record or undertaking work of a similar nature and gaining experience in:		
Catering / Bar / Retail and Front of House environments	E	A/I
Front facing customer services	E	A/I
Working within Visitor Centres or Cultural Sector	D	A/I
Demonstrates a knowledge of:		
White book policies and food hygiene standards	E	A/I
Licensing legislation and bar operations	E	A/I
Safeguarding Children and Adults policies and procedures	D	A/I
Health and safety regulations and Environmental Health standards and compliance	E	A/I
Evidence the following skills and abilities:		
Customer service skills	E	A/I
Presentation and interpersonal skills	E	A/I
Cash handling and use of tills/credit and debit card facilities	E	A/I
Education and qualifications:		
Minimum Maths and English to GCSE or equivalent standard	E	A
First Aid Qualification	E	A
Customer service training	D	
Safeguarding Children preferably LSCB Level 1	D	A
Food Hygiene Certificate	E	A
Working arrangements:		
Able to access all Lincs Inspire venues	E	A/I
Requirement to work flexibly to support event and activity timetabling	E	A/I

Version 1 July 2018