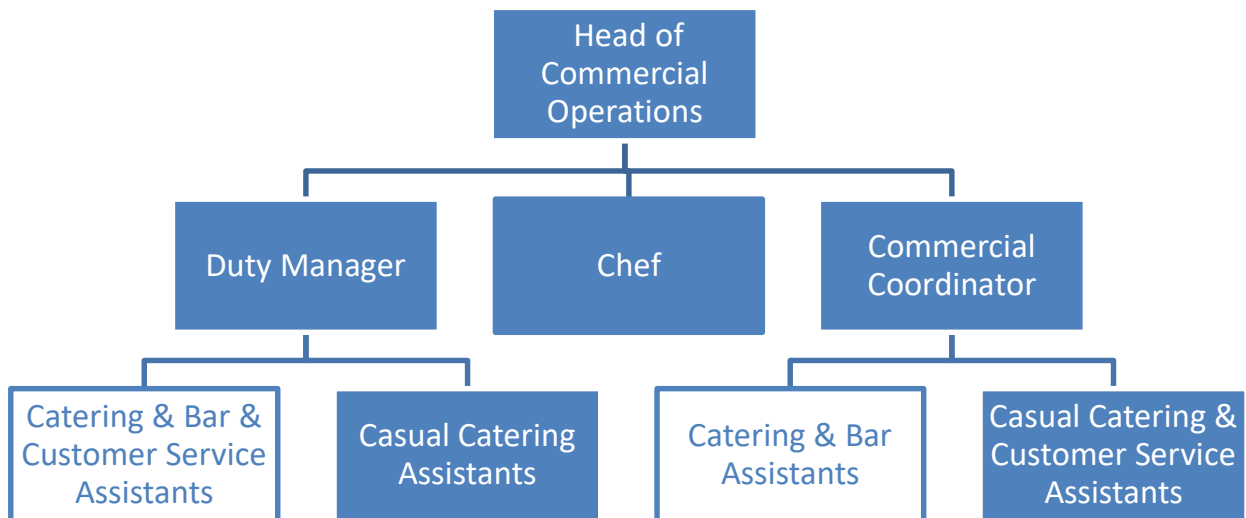


	Job Title	Catering and Bar Assistant
	Department	Commercial Operations
	Grade	L2
	Reports to	Head of Commercial Operations / Commercial Coordinator
	Staffing Responsibility	No
	Organisation	<i>Attached</i>

JOB PURPOSE: To assist the Head of Commercial Operations and Commercial Coordinator to ensure that the café is operated on an efficient and effective basis, that all areas are clean, safe, and presentable and that a consistently high standard of catering is delivered to our general visitors and corporate clients. Responsible for the delivery of excellent customer care at all times in order to achieve outstanding customer satisfaction and for the delivery of agreed Key Performance Indicator’s in line with the Business Plan.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:		%
1	Specific responsibilities – Take cash and credit card transactions and record sales through the tills. Work within financial regulations, audit instructions and internal procedures.	20
2	Operational responsibilities - Prepare and serve hot and cold drinks. Prepare and serve hot meals, snacks, sandwiches, light meals, salads, buffets and any other requirements specified for events. Key holding responsibility to open and secure all sites as appropriate.	20 5
3	Customer care responsibilities - Clear and clean interior and exterior tables and eating areas when required and ensure that there is sufficient stock of china, glass, cutlery, condiments, etc. available. Deliver outstanding customer service to achieve excellent customer satisfaction at all times	20
4	Planning and delivery – Ensure cleanliness and tidiness of servery, eating/drinking areas, equipment, crockery, furniture and fittings in accordance with cleaning schedules and food hygiene regulations. To undertake cleaning duties of the facility to ensure a hygienic and presentable environment for customers at all times. Ensure the health, safety and welfare of staff and public using the café area and site, including recognition of COSHH and other health and safety regulations. Assist in any other related duties as required by the Duty Manager. Provide cover for events, sickness and holiday wherever possible.	10 10 5 5
7	Advocacy and networking - Assist the front of house team patrolling and inspecting Trust premises to ensure that all areas are clean, tidy and safe. Report any major faults or concerns to the Facilities Coordinator. Support the work of colleagues and of the wider team when required and display a positive, can-do attitude at all times. Be an excellent advocate and supporter of the work and aims of Culture Trust at all times.	5
<p><i>Please note these percentages are approximate and should be used for guidance purposes only. They may vary depending on staffing levels and place of work. This job description is not a definitive list of tasks – it is designed to give an overall view of the job and not to indicate what the sole requirements are for the post. Post holders will be required to perform other related duties as assigned.</i></p>		

DIMENSIONS:

Supervisory Management: N/A

Financial Resources & Responsibilities: N/A

Physical Resources: N/A

Work Ethos:

Respect colleagues and work together to achieve high standards of customer excellence in all our work. Work flexibly and positively to achieve the business objectives of the Trust.

Other:

- Able to work across Trust sites when necessary to support other teams in order to meet the business requirements of the organisation.
- Working a varied shift rota across seven days including evenings required.

Trust Objective:

Our vision is to be an award winning Cultural Trust providing exemplary public engagement with arts and culture.

Established in 2008, the Culture Trust, Luton is a vibrant and progressive independent charity and our mission is 'to connect communities through culture'. We do this through our accredited museums, theatres, galleries, creative workspaces and Arts Centre in Luton. Pre-Covid we attracted over 285,000 visits per annum. We animate five sites: The Hat Factory Arts Centre, Hat Works Creative Workspace, Hat House Creative Workspace, Wardown House Museum & Gallery and Stockwood Gardens & Museum. We present a multi-cultural and year-round programme of events, exhibitions, workshops and performances. We support creative talent and skills by providing opportunities, platforms and cultural career progression for young people. We care for a collection of over 2 million artefacts, 1.5 million photographs and maps and hold the most extensive and complete hat and headwear collection in the UK. We co-produce activity with our community, Museum Makers volunteers and team of cultural experts.

Trust Responsibilities:

Post holder will ensure they deliver against the agreed Trust Responsibilities as set out in the **Team Responsibilities Grid** at all times.

Trust Standards:

Post holder will operate at a **Professional Standard** as outlined in the **Trust Standards Grid** at all times.

Working Environment:

Working across all Trust sites as required. The postholder will be required to work in a hot and steamy environment during the course of his / her duties for up to 50% of a shift for all shifts.

The postholder will be required to lift / move heavy and awkward items at times, up to 20Kg for up to 10% of a shift for distances up to 25 m using trolleys in line with manual handling regulations.

Equalities:

The postholder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect the Culture Trust's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

Physical Resources:

- Appropriate use of Trust ticketing system (Spektrix) under training and supervision of the Marketing Team.
- Appropriate use of Trust café and retail till systems (Sumup & Shopify) under training and supervision of the Commercial Coordinator

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Experience in customer care	1,2		
	Experience of buffet/function work providing light meals	1,2	Experience of working in a heritage catering environment	1,2
	Some experience working in a catering environment	1,2		
Skills/Abilities	Able to deal politely and positively with a wide range of people and answering enquiries	1,2	Ability to perform administrative tasks	1,2
	Able to prepare and serve a variety of food including fresh vegetables	1,2	Ability to operate a cash till	1,2
	Able to set/ and clear tables	1,2		
	Able to use tills, handle money and follow financial procedures	1,2		
	Able to serve customers with a variety of food	1,2		
	Able to use own initiative to find the most appropriate solutions and at times work unsupervised	1,2		
	Literacy skills - to be able to write orders for provisions.	1,2		
Equality Issues	Able to identify some types of discrimination that commonly exist	1,2		
Specialist Knowledge			Some knowledge of Health and Safety procedures in a catering or operational environment	1,2

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
			Some knowledge of food preparation and cooking skills	1,2
Education and Training			Basic Food Hygiene Certificate or equivalent	1,4
Other Requirements	Able to work evenings and weekends as required.	1,2		
	Able to do heavy cleaning in kitchen and restaurant.	1,2		
	Able to work in hot/steamy environment.	1,2		
	Able to work across the Culture Trust sites when necessary to work with other teams in order to meet the business requirements of the organisation.	1,2		
	Willingness to develop awareness and understanding of the Culture Trust's charitable status and activities and the ability to explain these to customers to advocate and seek support for the organisation.	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

NB: This job description reflects the requirements of the Culture Trust. The role and duties of the post are subject to change in line with the future development of the Culture Trust. The Culture Trust reserves the rights to make such changes as are necessary and any changes required will be discussed with the post holder as appropriate.

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that the Culture Trust's policies are reflected in all aspects of his/her work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulations (2018)