



Job Specification

OAT & VENUES SERVICE

Designation: **General Service Assistant (Whitby Pavilion)**

Effective from: June 2021

Main Purpose of the Job:

To assist in the day-to-day running and delivery of the services at Whitby Pavilion.

Responsible to the Venue Manager for the following:-

1. To give full consideration to customer's needs at all times by ensuring that courteous and positive attitudes are presented and that any complaints, comments are dealt with quickly and efficiently.
2. Basic preparation and serving of food, beverages and alcoholic drinks.
3. Ensuring all food is maintained at correct temperatures and in date and that food safety and hygiene procedures are followed.
4. At the start of a shift ensuring that the whole area is clean and throughout the shift.
5. Ensuring all food commodities are disposed of or stored as appropriate at the end of each shift.
6. Ensuring tables are cleared of glassware, crockery and cutlery and are cleaned ready for next use.
7. To carry out regular cleaning and maintenance of all equipment and public areas ensuring that areas are kept clean and tidy, bins emptied and the removal of rubbish to outside waste disposal bins. To carry out periodic deep cleans.
8. To receive and check deliveries, maintaining stock rotation, carry out stock checks and report any shortages to line managers.
9. To ensure the effective setting up of rooms and equipment, moving furniture, preparing room layouts to the requirements of the customer.

10. Periodic cash handling in line with recognised procedures.
11. To ensure that all regulatory legislation relating to Health and Safety and relevant Hygiene legislation is adhered to at all times.
12. Correct use of equipment and cleaning materials in accordance with Health & Safety and COSHH Regulations.
13. To be alert to fire hazards, accident situations and the general well being of users whilst in the building. Act as Fire Marshall in the event of an emergency evacuation of the premises.
14. Ensure that sales opportunities are maximised by effective selling of all services (including ice cream, food and alcoholic beverages etc. as required) and ongoing communication with the Venue Manager.
15. Any other duties which may be deemed reasonable, as directed by your Line Manager.

The Post holder will be expected to be flexible and provide cover in the absence of colleagues, as required, and undertake such other duties considered appropriate by Senior Managers.

This is not a complete statement of all duties and responsibilities of this post. It contains only facts necessary to rate this standard job at the resultant responsibility levels.

**PERSON SPECIFICATION
CATERING ASSISTANT (Farrer's Bar & Restaurant)**

	ESSENTIAL	DESIRABLE
Education and Key Knowledge	<p>Good basic standard of education.</p> <p>Demonstrable understanding of Health and Safety and licensing issues in a venue licensed to serve food and alcoholic beverages.</p>	<p>Personal licence, first aid certificate.</p> <p>IT qualification.</p> <p>Level 2 Food Hygiene Certificate.</p>
Relevant Skills and Experience	<p>Effective customer service skills.</p> <p>Effective communication and interpersonal skills.</p> <p>Experience of working without constant supervision as part of a team and on own initiative.</p> <p>Ability to deal with challenging situations.</p> <p>Enthusiastic and self-motivated.</p> <p>Willingness and ability to work with, and support team effectiveness.</p> <p>The ability to be confident and positive when dealing with complaints and difficult situations.</p> <p>Able to self-motivate, use own initiative, multi task and work calmly under pressure.</p> <p>High attention to detail and able to ensure the smooth running of operations.</p> <p>Experienced with table service and order taking.</p>	<p>Experience of working in a catering environment.</p> <p>Experience of food and beverage preparation.</p> <p>Personal Licence Holder.</p> <p>Experience of sales and cash procedures preferably gained in a previous catering establishment.</p>

	ESSENTIAL	DESIRABLE
<p>Key Competencies</p> <p>Customer Focus The ability to work collaboratively, in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.</p>	<p>Understands who the service's customers are, and their relevant requirements from own area of operations and its services.</p> <p>Considers customer feedback and anticipates future customer requirements.</p> <p>Contributes to establishing clear customer service and quality standards for the service.</p> <p>Uses feedback to identify ways of improving customer service.</p> <p>Takes ownership of customer issues and ensures that they are resolved.</p> <p>Takes action to improve service to meet the diverse needs of customers.</p>	
<p>Personal Effectiveness and Development The ability to take responsibility for your own actions and behaviour, maximising your effectiveness, including being aware of the impact of your behaviour upon others and demonstrating a commitment to continuous self-development.</p>	<p>Strives for continuous improvement, achieve high standards.</p> <p>Takes personal responsibility for making things happen.</p> <p>Manages own time well, prioritising work effectively.</p> <p>Seeks out and acts upon feedback upon own performance.</p> <p>Accepts constructive criticism positively.</p> <p>Takes responsibility for own development, actively seeks out opportunities for self-development.</p>	

	ESSENTIAL	DESIRABLE
<p>Key Competencies Continued</p> <p>Communication The ability to use interpersonal skills to communicate clearly and concisely, including the ability to recognise and understand the feelings and concerns of others.</p>	<p>Takes time to listen to what others have to say.</p> <p>Presents information clearly, concisely, objectively and accurately.</p> <p>Listens actively, asking questions and clarifying points to check understanding.</p> <p>Shares important information promptly with all those who need it.</p>	
<p>Special Requirements</p>	<p>Flexible approach to duties, hours and location.</p> <p>Availability to work flexible daytime, evening and weekend shifts.</p>	<p>Able to work flexibly according to the needs of the service over the busy summer season</p> <p>Ability to sell alcohol and therefore be over the age of 18.</p>
<p>Equality</p>	<p>Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.</p>	