

Job Description – Hospitality and Catering Assistant

Project: ACC

Work Location: Aldingbourne Country Centre

Directly responsible to: Hospitality Catering Manager

Overall responsible to: Visitor & Enterprise Operations Manager

**General Purpose:**

This position is key to the Trust meeting its expectations in delivering our hospitality services to a wide range of external and internal customers.  Customer focus is a critical requirement, and the post holder will be responsible for helping to ensure that all catering and events and hospitality services meet these standards.

The Catering Assistant will assist in providing, support and appropriate learning environments for people with learning disabilities to provide quality services to all customers, ensuring the highest standards of service are maintained.

The provision of excellent training and commercial success across all enterprises is an essential part of making the Country Centre successful and sustainable.

**Key Terms and Conditions:**

* Salary - £22425 per annum
* Hours of work – Full Time - 8.30am-4.30pm, 37.5 hours per week, working 5 days from 7. Flexibility required, including public holidays, occasional evenings ( no split-shifts )

**Duties and Responsibilities:**

* To serve and assist customers in the cafe ensuring an excellent standard of customer service is maintained.
* Ensure good communication takes place with visitors and staff
* Building and maintaining positive working relationships with visitors
* To participate in staff meetings, training courses and seminars.
* Ensure you maintain a programme of continuing professional development.
* To actively promote the Trust, engage with the community and positively raise awareness about everything we do.
* To actively share job opportunities, marketing messages and fundraising events within your day-to-day network
* To communicate any relevant contacts, networking groups, enterprising opportunities or ideas you have to your Manager for consideration.
* Operate the tills effectively and account for daily takings.
* Ensure stock control, ordering and stock rotation
* To assist the Hospitality Manager and team with all aspects of food preparation, training, food and kitchen hygiene, home baking and customer service.
* Respond to requests for information/clarification from colleagues & visitors.

**Person Specification:**

**Essential:**

* Relevant experience in a Catering Environment.
* Self-motivated, with flexibly approach
* Good communication and listening skills.
* Demonstrate the ability to provide excellent customer care.
* Good team working skills.
* Ability to maintain a safe working environment
* A commitment to the principles of people with learning disabilities having human rights, dignity, respect, equality and an emphasis on positive outcomes for people. An understanding of how to develop arrangements that safeguard and protect people from abuse.

**Desirable:**

* Food Preparation Qualifications NVQ level 2 or equivalent.
* Driver with own transport