

Job Description – Hospitality and Catering Support Worker

Project: MAKE

Work Location: John Pound Centre, Portsea

Directly responsible to: MAKE Manager

Overall responsible to: Head of Enterprise & Development

**General Purpose:**

This is a unique and exciting opportunity to make a difference, join a well-established team and be central to developing our newest Café enterprise. Located in the heart of the John Pound Community Centre, Portsea, this opportunity fits perfectly with Aldingbourne Trust’s values; mixing real life training, independence, positive well-being, healthy lifestyles with community collaboration and we look forward to working in partnership with John Pound.

You will support adults with learning disabilities to develop their skills within hospitality and catering to provide a quality service to all customers, ensuring the highest standards of service are maintained.

Customer focus is a critical requirement, and the post holder will be responsible for providing a balanced breakfast & lunch menu and deliver a high level of customer service for our resident colleagues and for the members of the public.

Alongside the day-to-day Café service, you will coordinate and prepare buffet lunches and refreshments for internal conferences, meetings and events ensuring that all catering standards are met.

You will work closely with our sister project in Fratton and be part of the MAKE team, occasionally being asked to work in collaboration at both venues particularly for events and /or cover. Likewise, staff from MAKE will be working alongside you from time to time at John Pound and together as one team you will develop this new project to be a vibrant and creative Café to be fully inclusive and promote the venue as a community of place and people.

This opportunity allows the postholder an opportunity to be fully involved right from the start, to develop the Café and add their own creative and innovative ideas to generate its success.

**Key Terms and Conditions:**

* This is a fixed term contract for 12 months with a view to being made permanent assuming the enterprise is successful.
* Hours of work – 9.00am - 3.00pm, 30hours per week, working 5 days from 7 – predominantly Monday to Friday however flexibility is required to include occasional evenings, and weekends.
* Location of work - John Pound Centre, 23, Queen Street, Portsea, PO1 3HN

Occasional working at MAKE, 1, Cornwall Road, Fratton, PO1 5AA

**Duties and Responsibilities:**

* To serve and assist customers in the cafe ensuring an excellent standard of customer service is maintained.
* To support adults with learning disabilities and or autism to gain skills in a catering environment and hospitality. Support with all aspects of food preparation, training, food and kitchen hygiene, home baking and customer service.
* To maintain a 5-star food hygiene rating and ensure all catering legislation is in line with Food Safety practices and guidelines.
* Ensure good communication takes place with visitors and staff.
* Build and maintain positive working relationships with internal colleagues and organizations at the John Pounds Centre.
* Welcome customers and provide excellent customer service all visitors.
* Initiate ideas, creativity and a “Can Do” attitude within the role and encourage independence by supporting people to try new things and develop their strengths and explore new opportunities.
* Operate the till effectively, account for daily takings and complete all related admin.
* Ensure good stock control, ordering and stock rotation in line with budget.
* Respond to requests for information/clarification from colleagues & visitors.
* Be a team player and work alongside your sister project MAKE, by supporting event days and covering where applicable.
* Promote relevant content on social media platforms and raise awareness.
* 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.

**Person Specification:**

**Essential:**

* Relevant experience in a Catering Environment and or hospitality.
* Food Preparation Qualifications NVQ level 2 or equivalent.
* Self-motivated, with a flexible approach
* Good communication and listening skills.
* Strong planning and organizing skills.
* Have a “Can Do” approach.
* Demonstrate the ability to provide excellent customer care.
* Good team working skills.
* Ability to maintain a safe working environment.
* Competent within basic day to day technology. (outlook, word, social media, etc)
* 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:**

* Previous experience working with people with a learning disability / autism.
* Food Hygiene certificate.
* Previous experience using TEAMS.
* Driver with own transport

February 2024