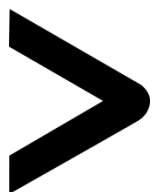


GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Café/Front of House Assistant Deputise for Café Supervisor in their absence
REPORTS TO:	Catering Supervisor
LOCATION:	Land of Oak & Iron Heritage Centre, Spa Well Rd (A694), Winlaton Mill, NE21 6RU
HOURLY RATE:	Café/Front of House Assistant - £13.45 per hour Supervisor Cover Rate - £13.59 per hour
HOURS:	15 Hours per week. Employed on a flexible contract. Flexible hours agreed with manager; Minimum 24 hours notice prior to hours. Mostly weekends and some early starts required.

JOB SUMMARY

The Land of Oak & Iron Heritage Centre is set within the beautiful steep-sided Derwent Valley, with an abundance of natural woodland, rare and iconic wildlife.

The Heritage Centre is a vibrant visitor hub, providing a tourist attraction for visitors, exhibitions and interpretation about the fascinating local heritage, heritage skills training for volunteers and incubation space for fledgling businesses. It is also home to a popular café, specialising in good quality local produce, and a small gift shop which showcases local craftspeople from in, and around, the Land of Oak & Iron.

We are looking for a catering assistant for the Land of Oak & Iron Heritage Centre. We are looking for a friendly, hardworking individual who can engage with customers. This is a hands-on position and you will be responsible for both front-of-house tasks such as working on the till, making hot drinks & customer service, as well as kitchen tasks such as food prep and washing up so a flexible work attitude is essential.

As this role will occasionally deputise for the Catering Supervisor previous experience is preferred. We are looking for individuals with a can-do, positive approach to work. Full training will be given.

KEY TASKS

Key Areas

Café/Front of House Assistant

- Providing a friendly, informative and efficient service to customers
- Handling and processing cash and electronic payments
- Making hot drinks
- Using equipment/ facilities in an efficient, hygienic and safe manner, keeping all kitchen work surfaces, walls and floors clean and sanitized and attending training
- Maintaining awareness of food hygiene and health and safety practices and operating within food hygiene and health and safety guidance at all times
- Food preparation tasks
- Unload and arrange food and equipment deliveries

Supervisor Duties during periods of Cover only

- To deputise for the Catering Supervisor as required.
- Support the Centre Operations Manager in the day to day operations of the Heritage Centre, café, and events ensuring a consistent high quality, professional, service provision to all users.
- Supervise the café front of house team in their day to day duties.
- Ensure housekeeping log is completed and Health & Safety folder is updated as required.
- Coordination of room hire and meeting room setup.
- To be responsible for locking up and opening up as required

Additional responsibilities

- Comply with all organisational policies and procedures in all employment practices.
- Maintain a positive, flexible and proactive approach to your role and responsibilities
- Flexible approach to working hours with an ability to work outside normal office hours, to include evenings and weekends as required by the business.
- Attend at staff meetings and training/development opportunities.
- Any other duties commensurate with the level of the post.