**Bar/Catering Person**

**Evaluated Grade**

**Job Description**

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| **Job Purpose** |
| To undertake high standards of customer service duties at Horsehay Village Golf Club, to the public and on behalf of the authority. To provide a front of house bar and steward service at The Place Theatre Telford. |
| **Major Tasks**  |
| * To provide/take orders from the bar and table service to customers
* Preparation and preparing food to order
* Prepare food either by heating it up or cooking it to order using cooking appliances (grills, fryers, hot plates, etc.)
* To maintain cleanliness and tidiness of the bar and restaurant areas at all times
* To operate electronic tills and cash handling
* Adhere to the rules and practice of the bar license and licensing laws
* Maintain hygiene and safety standards upheld at all times
* Maintain health and safety standards upheld at all time
* Stocking fridges, changing barrels and optics
* Stock rotation and recording of stock
* Carry out other duties as advised from time to time from supervisor/manager
* Be flexible with hours and location
* Cash handling and end of day till reconciliation
* Regular cleaning
* To carry out front of house steward duties at The Place during Shows and Events.

To provide a bar service at Telford Ice Rink at Ice Hockey Matches. |
| **Contacts & Relationships** |
| * Report directly to bar supervisor/manager/Duty Officer
* Daily contact with general public ,members, customers, suppliers, Council colleagues
* Daily contact with internal services and supervisor/manager in relation to the service.
* Contact with casual workers supporting the service.
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| **Creativity** |
| * High levels of communication and interpersonal skills
* An open, friendly and welcoming disposition
* Efficient, effective attention to detail
* A strong commitment to service excellence
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| **Decisions** |
| * Day to day planning and arranging of own workload referring complex problems to manager/Supervisor
* May be required to make decisions and use own initiative when needed
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| **Management & Supervision** |
| * Required to supervise and train casual members of staff and volunteers.
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| **Supervision Received** |
| * Reports to the Front Of House Senior Officer with communication link to Programming and Engagement Team Leader
* Ongoing support and supervision and bi annual APPDs.
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| **Complexity** |
| * Required to carry out a wide range of tasks for the combined services and other locations
* Required to work as part of a team and on own initiative.
* Required to keep records and have good organisational and communication skills.
* Requires the ability to work under pressure and to deadlines.
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| **Resources** |
| * The post holder will access customers’ personal information in keeping with the Council’s Corporate Information Security Policy.
* The post holder will be responsible for cashing up in keeping with the Council’s cash handling policy.
* The post holder will be a key holder and have responsibility for setting the venue’s alarm system.
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| **Impact** |
| * Responsible for the customer experience whilst on the premises and the reputation of the venue.
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| **Physical Demands** |
| * Assist with setting up room for events requiring some manual handling of furniture and equipment.
* Manual handling of stock and stock rotation
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| **Working Environment** |
| * Based at Horsehay Village Golf Club open to the public
* The post holder will be required to work days/evenings and weekends.
* The post holder may be required to work at other venues from time to time as required including The Place, Theatre and Telford Ice Rink.
* The post holder may be required to work at outdoor events from time to time as required.
 |
| **Emotional Context**  |
| * The post holder will be dealing with customers which is not considered to be emotionally demanding.
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| **Other** |
| * The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.
* The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct, Data Protection and Child Protection Awareness.
* The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.
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**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * Good general education including Maths and English GCSE or equivalent.
* Certificate in Food Safety in Catering Level 2
* Certificate in Food Allergy.
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| **Experience** | * At least one year’s experience of working in a busy customer facing environment.
* Experience of managing multiple tasks to timescales.
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| **Knowledge** | * Customer Service expertise – focused on meeting the needs of the authority and the service.
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| **Skills** | * Effective listening and communication skills.
* Good inter personal skills and the ability to communicate effectively with a range of people, including children and young people, parents and carers, community members, different professionals and agencies and contractors.
* Able to develop practical and creative systems and processes to ensure effective service delivery.
* Self-directed, well organised with good time management.
* Sound cash management and financial administration skills.
* Speed and accuracy with clerical and administrative tasks.
 |
| **Personal style & behaviours** | * A team player with an attitude of positive customer care and enthusiasm.
* Competent and confident, able to work under own initiative.
* Friendly and approachable.
* Adaptable - demonstrable capacity to adapt to changing requirements of team to support the service.
* Extremely well organised with an enhanced attention to detail.
* As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages.
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| **Fluency Duty** | .This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.Communication with the public is a regular/intrinsic part of the role.  |
| **Political Restrictions\*\*** | * This role is not considered to be a politically restricted post
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More information is available at:

<http://ecouncil/Fluency/Pages/default.aspx>

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None |  |
| Basic Disclosure | Yes |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>

*\*\* Political Restrictions*

*Certain posts in the council are designated as ‘politically restricted’, which means that the post holder must not have any active political role either in or outside of work. Employees who have politically restricted posts are responsible for ensuring they do not engage in restricted activities. Where a post has been identified as politically restricted, the following statement must be included within the Person Specification:*

This post has been identified as being politically restricted.

*Where the post has been identified as****not****being politically restricted, the following statement must be included:*

This post is not subject to political restrictions.