

**LINCS INSPIRE LIMITED**  
**THE HUB, SLEAFORD**  
**JOB DESCRIPTION**

Job Title:	Café Assistant (Front of House)
Accountable to:	Catering Supervisor
Grade:	PG 3, £18,792 per annum (40 hpw FTE), £9.01 per hour Casual positions

**Overall Purpose of the Role**

To ensure all customers and visitors receive a friendly and efficient service and to maintain high standards of hygiene and presentation at all times.

**Responsibilities**

- As directed by the Catering Supervisor ensure the efficient and friendly delivery of café and catering services within the Hub CaféBar.
- Assist with the delivery of catering and beverage facilities at specific events both internal and external.
- Ensure a positive customer experience including front of house meet and greet, customer venue familiarisation and waiter/waitressing services.
- As directed by the Catering Supervisor, ensure all customer special requirements are addressed, for example access requirements or provision of special dietary needs.
- Support the delivery of a seven day per week rota, reporting directly to the Catering Supervisor / Duty Manager.
- As directed by the Catering Supervisor, ensure all legislation and licensing regulations are adhered to regarding the sale and consumption of alcohol.
- Control and monitor food and drink production, wastage and accurately record. Ensure kitchen stores/ stock is always secured and support the Catering Supervisor with regular stock audits.
- Under the direction of the Catering Manager operate a PAP system (positive action protocol), with all data logged and recorded to demonstrate due diligence and compliance.
- Undertake routine preparation of the café area for daily use and complete security checks when required. Prepare designated areas (including the moving, setting up and storage of furniture and equipment) to provide a safe and comfortable environment for customers.
- As directed by the duty management, ensure all health and safety requirements and environmental health requirements are fully met.

- There will a requirement to handle cash and be able to balance cash using a till system on a daily and weekly basis, and to complete relevant paperwork to ensure that all accounts balance at the end of shift.
- Carry our regular checks throughout a shift/event to ensure the café and customer facilities are maintained to the highest standard.
- Be fully familiar with the centre's emergency evacuation procedures and assist with the safe evacuation of the building as required.
- To undertake any other reasonable duties as required by the Catering Manager or duty management.

## **Accountabilities:**

### **3.1. Delivering Results**

- Ensure that good relationships are developed with customers, supporting continued business development and a positive company reputation.
- Post holder is always representing the Hub and as such should portray a smart, positive, and professional approach.
- Timely delivery of all catering services is essential.

### **3.2. Managing Resources**

- Be responsible for the handling of cash, under supervision of duty management.
- Ensure full compliance with bar licencing conditions and white book procedures for food hygiene, always minimising waste.

### **3.3. Compliance with Statutory Regulations**

- Fully understand and apply all relevant operational procedures and standards as directed by the centre's Operational management
- Ensure all equalities, health and safety and safeguarding policies and procedures are adhered to.
- Full understanding of all alcohol licence obligations as required for each relevant venue
- Maintain current knowledge of food hygiene policies and practices, along with any new standards required to be implemented

## **4. Contacts and Communications**

- Regular customer contact, often establishing a first impression for the company and therefore supporting the company's business development.
- Staff contact across the company and at different venues.
- From time to time supporting supplier deliveries and collections and always ensuring accuracy.
- The post holder will also respond to routine customer enquiries relating to an event or service. All complex or contentious enquiries will be handled by the centre's duty management.

## **Decision Making – Planning, Creativity and Innovation:**

### **5.1. Planning**

- Adherence to event programming is essential, including any required pre or post activities, as determined by the centre's duty management. For example set up/clearance times.
- Assist duty management with the planning and coordination of events both internally and externally, and in accordance published timetables

#### **5.2. Creativity and Innovation**

- High standards of presentation are essential to ensuring a positive customer experience
- Flexibility and the ability to adapt to changing customer requests will also support a positive customer experience

#### **5.3. Decision Making – Discretion**

- The post holder will work within defined delivery guidelines and legislation as directed by the centre's duty management. However, from time-to-time swift responses to customer requirements may be needed. Advice and guidance will be always available.

#### **5.4. Decision Making – Consequences**

- The post holder will work as part of a team to ensure a positive customer experience.
- Advice and guidance are readily available from the centre's duty management and therefore any effect of a decision is likely to be short term, readily identified and remedied with minor impact.

### **Working Environment:**

#### **6.1. Work Demands**

- The post holder will work within a programme of set tasks as part of a structured work programme.
- Work may be subject to change because of cancellations or amendments to programmes of activity.

#### **6.2. Physical Demands**

- The post is essentially working in a bar/catering/retail/front of house environment, requiring periods of standing, lifting and carrying and regular use of kitchen/bar equipment.
- Frequent cleaning of all kitchens, servery and cafe areas will be required, as directed by the centre's duty management and in accordance with current hygiene and food handling/preparation requirements/legislation.
- Food handling and preparation.
- As a typical kitchen environment this also includes exposure to varying temperatures.

#### **6.3. Working Conditions**

- Majority of events and activities will be delivered within visitor centre and its surrounding environment
- Occasional special external events may take place in partner facilities or as part of a wider district event

#### **6.4. Work Context**

- Flexibility in work patterns is essential as evening and weekend work is required.
- Delivery timetables can be subject to changes depending on business demands.

<ul style="list-style-type: none"> <li>Lincs Inspire operates services 7 days per week, including bank holidays which can often be busy times for centre.</li> </ul>		
<b>Knowledge and Skills</b>	<b>Essential or Desirable</b>	<b>Assessment Method (Application/ Interview)</b>
<b>Demonstrates a track record or undertaking work of a similar nature and gaining experience in:</b>		
Catering / Bar / Retail and Front of House environments	<b>E</b>	<b>A/I</b>
Front facing customer services	<b>E</b>	<b>A/I</b>
Working within Visitor Centres or Cultural Sector	<b>D</b>	<b>A/I</b>
<b>Demonstrates a knowledge of:</b>		
White book policies and food hygiene standards	<b>E</b>	<b>A/I</b>
Licensing legislation and bar operations	<b>E</b>	<b>A/I</b>
Safeguarding Children and Adults policies and procedures	<b>D</b>	<b>A/I</b>
Health and safety regulations and Environmental Health standards and compliance	<b>E</b>	<b>A/I</b>
<b>Evidence the following skills and abilities:</b>		
Customer service skills	<b>E</b>	<b>A/I</b>
Presentation and interpersonal skills	<b>E</b>	<b>A/I</b>
Cash handling and use of tills/credit and debit card facilities	<b>E</b>	<b>A/I</b>
<b>Education and qualifications:</b>		
Minimum Maths and English to GCSE or equivalent standard	<b>E</b>	<b>A</b>
First Aid Qualification	<b>E</b>	<b>A</b>
Customer service training	<b>D</b>	
Safeguarding Children preferably LSCB Level 1	<b>D</b>	<b>A</b>
Food Hygiene Certificate	<b>E</b>	<b>A</b>
<b>Working arrangements:</b>		
Able to access all Lincs Inspire venues	<b>E</b>	<b>A/I</b>
Requirement to work flexibly to support event and activity timetabling	<b>E</b>	<b>A/I</b>

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