

# JOB DESCRIPTION

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| **Post Title:** | Food & Beverage Assistant | **Department / Service:** | Economy & Culture – Venues Management |
| **Hours:** | 37 | **Level:** | G01 |
| **Location:** | Venue Cymru | **Job Evaluation Number:** | SL1861 |
| **Responsible to:** | Front of House Services Deputy Manager | **Responsible For: (Staff)** | N/A |

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| **Job Purpose:** |
| To work in all front of house areas of the catering department, assisting with setting-up areas, cleaning and serving behind the bars. To offer excellent customer service and the highest levels of hygiene at all times. |

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| **Duties and Responsibilities - Job Specific** | |
|  | To work in all areas of the catering department as required |
|  | To keep all areas clean and to ensure that cleaning schedules are followed. |
|  | In some rare occasions be responsible for running an area and ensuring service is delivered. |
|  | Providing excellent service in all areas as laid out in catering department procedures, including working on bars, conferences, coffee shops and any other event at which a catering service is provided. |
|  | Cashing up tills. |
|  | Checking your floats on your designated area of work. |
|  | Reporting any issues to the Food & Beverage team that may affect service. |
|  | Reporting any short stock for re-delivery. |
|  | On some rare occasions you may be asked to work in other departments in the building. |
|  | To assist with the training of new members of staff in certain areas. |
|  | Understanding and implementing procedures laid out by the Catering Departments HACCP file. |
|  | Whilst working on the bars to check for short dated stock and follow the correct procedure for stock rotation. |
|  | Receiving orders as required. |
|  | To minimise operating costs by using all equipment and products in accordance with company and manufacturing guidelines |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** ……………………………..

Employee’s Name and Signature

Approved by

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Food & Beverage Assistant**

**Date: August 2021**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| ***Knowledge & Skills*** | A good standard of Education | AF, I, V | E |  |
| A certificate of achievement in customer care. | AF, I, V |  | D |
| Thorough understanding of relevant legislation, food hygiene and health & safety regulations | AF, I |  | D |
| Previous experience in a similar role | AF, I |  | D |
| The ability to communicate in Welsh is desirable. | AF, I , T |  | D |
| The ability to communicate in English is essential. | AF, I | E |  |
| Good organisational skills | AF, I |  | D |
| Accuracy & previous stock checking and stock rotation experience | AF, I |  | D |
| ***Supervision & Management*** | N/A |  |  |  |
| **Creativity & Innovation** | The adaptability and willingness to work as part of a team for a fast-moving organisation. | AF, I | E |  |
| The ability to carry out the duties in busy and pressurised circumstances. | AF, I |  | D |
| A commitment to the flexible approach required to succeed in a busy commercial environment | AF, I | E |  |
| **Contacts &**  **Relationships** | Good interpersonal skills | AF, I | E |  |
| Ability to work in a team | AF, I, R | E |  |
| Must be well presented and able to represent the venue at all levels. | AF, I | E |  |
| **Decisions / Recommendations** | Not Applicable |  |  |  |
| **Resources** | Previous experience of handling cash, cheques and credit cards. | AF, I, R |  | D |
| **Physical Demands** | Applicants must be in good health and have physical fitness appropriate to undertake the range of duties as described in the job description. | AF, I, R | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)