

Dunstable Town Council

Community Services

JOB DESCRIPTION

Job Title: Priory House Senior Assistant (catering)

Department: Community Services

Responsible to: Cultural Services Manager

Responsible for: Priory House Assistants

Main Purpose of Job

Manage the team within the Tea Rooms ensuring a consistent, helpful, efficient and friendly waiting service in a manner which supports and promotes the ethos of Priory House. With high standards and attention to detail paramount.

Working with the Catering Manager in the presentation of food and overall service, ensuring the constant cleanliness of the Tea Rooms area, and ensuring that it is compliant with current Health & Safety legislation.

Main Duties

1. Support the Priory House management team in the maintenance of a daily check and cleaning schedule and the recording of relevant checks to a high standard.
3. To train the team and ensure that the selection of hot beverages (including speciality teas and coffees) are served consistently and correctly.
4. Serve Afternoon Teas knowledgably and professionally in line with the ethos of Priory House.
5. Ensure that food is served to the correct table as quickly as possible from the kitchen and that tables are regularly checked and cleared of dirty crockery.
6. Take orders politely, efficiently and accurately on the EPOS, ensuring alleges are both asked about and clearly labelled adhering to relevant legislation.
5. Ensure that the Tea Rooms are clean and tidy at the end of the day, whilst maintaining the cleanliness of these areas throughout the day, and ensure that the cleaning schedule is met.
6. Manage the Tea Rooms team including supervisions, training, setting rotas and appropriate cover etc.

7. Be able to set up rooms for functions and events under minimal supervision and support the delivery of weddings and other functions both inside and outside of working hours (weekends and evenings).
8. Seek and develop income generating opportunities through up selling, offers, creative marketing and point of sale displays using innovative and creative solutions.
9. Lead on ensuring high standards of excellent customer service.

Person Specification

Essential

1. Considerable experience of working in the catering industry in supervisory position.
2. A high standard of personal hygiene.
3. Ability to work under pressure whilst displaying flexibility and a calm approach.
4. Ability to work methodically, paying attention to detail and on own initiative.
6. To hold a current Basic Food and Hygiene Certificate (if not currently held, the willingness to take a course immediately).
7. To be accurate, reliable and trustworthy with cash handling.
8. To have excellent communication and customer care skills.
9. An excellent team player with the ability to lead and maximise on the teams' strengths and abilities.
10. A keen eye and attention to detail, with high standards.
11. An understanding of the Council's Value and behaviours and ensuring that they are central to the service.
12. An approach which is inclusive and acknowledges the Council's public sector duty under the Equality Act 2010.
13. Experience of hospitality/catering including purchasing, budget management to maximise on profit, marketing and sales.
14. Must be over 18 years of age.

Desirable

1. Experience of serving Afternoon Tea, working on events and functions.
2. Experience of and a qualification in supervising and staff management or willingness to undertake training.

Complexity and Creativity

Much of the work required for this job will be routine in nature and carried out under the supervision of the Cultural Services Manager.

Some of the work is kitchen based and all food preparation carried out in accordance with all prevailing health and safety legislation and in line with industry guidance on food hygiene.

This role will be required to work regular evenings and weekends and may be required to work additional hours for which payment will be made or time off in lieu may be taken in accordance with the needs of the Council.

Judgement and Decisions

The post holder will be closely supervised by the Cultural Services Manager and all judgements and decisions will be routine in nature.

All food preparation will be in accordance with a set menu created by the Priory House management team.

Contacts

Internal – 50% - All Priory House staff

External – 50% - Priory House customers and suppliers