

## Haverhill Town Council

### JOB DESCRIPTION

<b>Post Title:</b>	Arts Centre Assistant (Café/Bar)
<b>Responsible to:</b>	Catering Supervisor
<b>Responsible for:</b>	Preparing and serving food and beverages
<b>Hours:</b>	As per contract
<b>Salary:</b>	Under 21 = National Minimum Wage Over 21 = As per contract

#### Overall Responsibilities

- a) To assist in the day to day running of the Arts Centre Café and Bar.
- b) To provide a high standard of service to customers of Haverhill Arts Centre.
- c) To work in other areas of operation of Haverhill Town Council as required. This could include at Haverhill Arts Centre events, the Recreation Ground kiosk, The Zone and Haverhill Town Council outdoor events

#### Specific Responsibilities

1. To provide a friendly and efficient service to all visitors to the Arts Centre involving:
  - a) Preparing food, including cakes & scones, making hot drinks and heating/toasting meals, as well as preparing other food as directed.
  - b) Serving at the café and bar efficiently and dealing with orders methodically.
  - c) Maintaining a clean, tidy and organised environment.
  - d) Cleaning of the kitchen and bar, and all utensils and equipment to the required standard set by the Supervisor.
  - e) Ensuring that Health and Safety and hygiene procedures set by the Supervisor are implemented fully and completely.
  - f) Carrying out the full range of general duties including washing up, to ensure that all team members are multi-skilled.
  - g) Taking your full and fair part of rotation of tasks and duties during a shift.
  - h) Carrying out stock rotation and replenishment duties, including checking deliveries.
  - i) Carrying out and recording temperature control checks.
  - j) Accurately recording and accounting for all sales using the till and credit sales book.
  - k) Handling, totalling and agreeing daily takings
  - l) Dealing with general enquiries from members of the public
  - m) Reporting any incidents or issues, equipment problems or concerns of risk promptly, to the Supervisor or senior management.
2. To work as part of the Town Council team within the Arts Centre and at Events:
  - a) Work as an usher for performances at the Arts Centre
  - b) Work as box office/receptionist
  - c) Assist with events in and around town as a Steward
  - d) Undertake and training as required to enable you to do a broader range of duties within your personal capability.

#### Other Duties

1. To attend meetings as required by the Management.
2. To carry out any other duties as might reasonably be required within the general orbit of responsibilities of the post.

## PERSON SPECIFICATION

### Arts Centre Assistant (Café/Bar)

Essential	Desirable	How Tested
<b>Qualifications</b>		
Good standard of spoken English Good standard of Maths to GCSE or equivalent level	Customer Care NVQ2 level or equivalent	Application form/interview
	Possession of Food Hygiene Certificate	interview
<b>Experience</b>		
Previous experience of working in a catering Environment		Application Form / Interview
Previous experience of dealing with the public		Interview
<b>Special Aptitudes</b>		
Good personal hygiene		Interview
Clean / Smart appearance		Interview
Ability to work as part of a team	Previous experience of team work	interview
Accuracy and attention to detail Bright, confident and friendly Good sense of humour Ability to operate effectively within a small team and when working alone Confident, professional, enthusiastic and self-motivated	Interest in arts and entertainment events	Interview