**Job Description**

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| **Job Title:** | Front of House and Catering Assistant | **Date Reviewed:**  | September 22 |
| **Reports to:** | Head of Retail and Catering |
| **Principally relates to:** | Senior Catering Assistant, Deli Chef, Head of Visitor Services, Visitor Services Assistant Managers, technicians, visitors, corporate clients. |
| **Purpose of the role:** | To promote and enhance the visitor experience throughout Eureka! Science + Discovery and to contribute to the provision of a quality catering service, ensuring that food is served to a consistently high standard in the café, other events.  |

**Main Areas of responsibility**:

**General**

* Deliver a consistently high level of customer service so that customer expectations are exceeded
* Maintain high standards of personal presentation and personal hygiene.
* Maintain high standards of Café presentation, ensuring a welcoming clean, safe, and hygienic environment with an attractive food display.
* Ensure that counters, fridges, display units and vending machines are adequately stocked with only in date goods.

**Housekeeping and Safety**

* Ensure that appropriate food hygiene standards are maintained at all times.
* Ensure that stock is appropriately displayed and rotated and that out of date or unfit stock is removed.
* Ensure that all front of house areas are kept clean and tidy, with a thorough clean daily.
* When working in the kitchen ensure the area is clean, tidy, and safe.
* Carry out regular checks of front of house equipment and premises to ensure they are safe and in good working order and report faults as required.

#### Cleaning

* Undertake all tasks as trained and directed so that high standards of health and safety and food hygiene are met.
* Washing up, manually and by machine as required to set standards
* General cleaning to follow the cleaning schedule as directed
* Keep all areas clean and tidy by cleaning as you go.

# Customer Care

* Provide high standards of customer care, so that the reputation of Eureka! Science + Discovery is enhanced and sales targets achieved.
* Provide a high-quality service at all times
* Participate in staff training and support any Eureka! Initiatives.
* Assist visitors with queries in a prompt, professional, courteous, and friendly manner, so that customer care standards are met, and complaints kept to a minimum.

# Security

* Ensure all aspects of security, fire and emergency procedures are adhered to
* Security of stock
* Security of cash
* Trained in emergency evacuation of the building

## Financial Controls

## Ensure that all accounting procedures are handled in accordance with the Eureka! policies and procedures

* Operating tills to agreed procedure, to minimise security risks.
* Actively promoting counter sales to visitors
* Check all transactions, cash, and card
* Follow cash handling procedures accurately as required.

**Health & Safety**

* Reporting of accidents
* Report any unsafe practices or broken machinery/equipment to the supervisor, so that remedial action can be taken immediately
* Use all equipment as trained observing all safe practices, so that accidents are avoided
* Undertake level 2 food hygiene training
* Follow risk assessment and COSHH procedures

**Any other Duties**

* Undertake any other duties as may reasonably be requested of a Front of House and Catering Assistant
* To attend training courses and staff meetings as required
* As part of the Front of House Team you may be required to work in key customer service areas within the Museum from time to time

**Special features**

* Flexible working.
* Weekend, Bank Holiday, school holiday work will be required.
* The ability to work in a noisy, active, attention-seeking and often physically demanding environment for sustained periods of time.

**Details of education and experience preferred**

* GCSE English and Maths, grades A – C
* Level 2 Food Hygiene certificate desirable but full training will be given

**Details of special skills/experience/aptitudes needed**

* Outgoing cheerful personality
* A good work ethic with the ability to thrive under pressure
* Good verbal communication skills
* A team player with the ability to use own initiative and is self-motivated
* Organised
* Well-groomed appearance
* To be a confident person
* Proven ability in carrying out instructions
* Previous catering experience desirable

**Front of House and Catering Assistant**

**Person Specification**

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| --- | --- | --- |
| **Criteria** | **Essential**  | **Desirable** |
| **Experience** |  |  |
| Previous experience of working in similar role  |  | \* |
| Commitment to providing great customer service | \* |  |
| Experienced in making barista style coffee  |  | \* |
| Experience of working in a visitor attraction |  | \* |
| Experience of working with children, young people and the general public | \* |  |
|  |  |  |
| **Knowledge** |  |  |
| Knowledge of cash handling procedures |  | \* |
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| **Skills and Abilities** |  |  |
| Ability to work as part of a team | \* |  |
| Ability to work to unsupervised and to deadlines |  | \* |
| Good organisational ability | \* |  |
| Good IT Skills working on POS | \* |  |
| Good communication skills | \* |  |
|  |  |  |
| **Qualifications** |  |  |
| Level 2 Food Hygiene certificate |  | \* |
| GCSE English and Maths, grades A – C |  | \* |
| **Other** |  |  |
| Commitment to the ideals and aims of Eureka! as an educational charity | \* |  |
| Ability to work outside normal office hours as part of a seven-day Rota | \* |  |
| Flexible approach to work | \* |  |
| Knowledge of working for a charity |  | \* |