

Job Profile

Food and Drink Assistant

Grade A

Date created: 13th March 2017

About the Job

- To deliver outstanding customer service at a number of food and drink venues managed by the City Council. You will assist in the effective operation of the catering offer on a daily basis. This is one of a number of posts that will work flexibly as a team.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development

This is what we need you to do...

- Work generically at Gloucester Guildhall, Blackfriars Priory, the City Museums and The Arbor at the Crematorium on a rota basis which will be demand led.
- Deliver a high level of customer service ensuring a comfortable and welcoming atmosphere whilst finding ways to go the extra mile.
- Maintain high levels of presentation of food and drink at all times, presenting the café servery and bar to agreed standards whilst complying with all regulations and laws in the service of alcohol.
- Ensure that you comply with the set processes for food hygiene, cash handling and till operation remaining vigilant about the security of stock and premises to minimise risk to the public, staff and contractors.
- Help create a great sense of teamwork with your peers, portraying an enthusiastic and supportive approach.
- Undertake washing up and general cleaning duties to maintain high presentation at all times.
- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Visitor Experience Manager
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Special Conditions

- This post is subject to an annualised hour's contract.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working in a food and drink venue
- Experience of basic food preparation
- Experience of serving drinks in a bar environment.
- Experience of cash handling and basic till procedures.
- Experience of coping well under pressure.

Knowledge, Skills and Understanding

- Excellent customer service standards.
- Excellent communication skills.
- Ability to work as part of a team.
- Able to follow guidelines and present food and drink to specified standards.
- Ability to serve alcoholic and non alcoholic drinks in a bar setting and an awareness of the laws surrounding the service of alcohol.
- Good levels of numeracy.
- Knowledge of Health and Safety compliance requirements.
- Interest in developing product knowledge.
- Able to promote products to meet sales targets.
- An understanding of and willingness to work unsocial hours when required.

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- A good level of general education.
- A qualification in Food Safety or the commitment to achieving this

Desirable

- Personal License holder or commitment to obtain this