

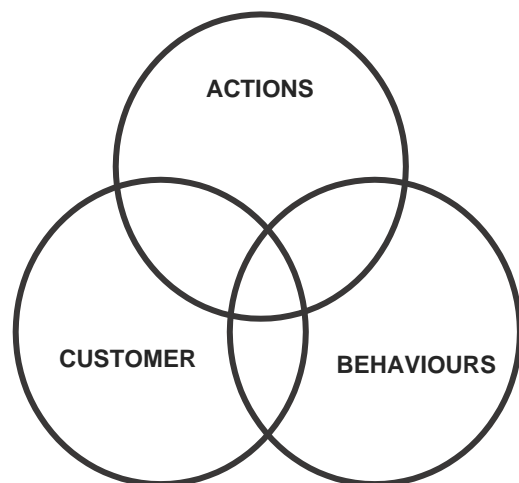
JOB DESCRIPTION

POST:	Food and Beverage Assistant
JOB PURPOSE:	To assist in the provision of a positive customer experience in relation to the food and beverage provision at all Newport Live venues.
RESPONSIBLE TO:	Café Manager
SALARY:	Grade 1 SCP 008
KEY RELATIONSHIPS:	Members of the public, Newport Live Colleagues & Managers
BASE LOCATION:	Newport Live venues, including Newport International Sports Village and the Riverfront Theatre.
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings, weekends and bank holidays on a regular basis.
TRAINING:	The post holder will be required to attend staff training programmes relevant to the post.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1 To assist in the preparation, cooking and presentation of food whilst providing excellent customer service in the food and beverage area as directed by the Catering Supervisor.
- 2 To maintain high standards of hygiene and minimize risks of accidents by ensuring all areas of the food and beverage service, including utensils, crockery, glasses and equipment are clean and accessible at all times.
- 3 Report any defects in the food and beverage equipment or customer areas to the Catering Supervisor or relevant Manager.
- 4 Ensure all deliveries are promptly stored in an appropriate manner.
- 5 To ensure all waste (wet and dry) is recorded and disposed of safely in line with legislation and defined catering procedures.
- 6 To assist in the provision of catering at special events; including bar work.
- 7 To undertake the collection of income from customers using the provided methods including electronic point of sale systems.
- 8 To work as part of a team and maintain good working relationships with colleagues at all venues.
- 9 To maintain a high standard of personal appearance at all times.
- 10 To assist with party provision and supervise the conduct of the children in the party and catering area to safeguard the enjoyment of the children as and when required.
- 11 To observe all regulations covering HACCP and Health and Safety at Work.
- 12 To attend relevant training courses relevant to the post as required.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

CASUAL FOOD AND BEVERAGE ASSISTANT – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	<p>1.1 Good standard of general education (A, C)</p> <p>1.2 Food Hygiene Certificate (A, C)</p>	<p>1.3 National Vocational Qualification relating to food / catering (A, C)</p> <p>1.4 Information Technology qualifications (A, C)</p>
Knowledge, Skills & Competencies	<p>2.1 Excellent customer care skills (A, I)</p> <p>2.2 Demonstrate good conversational skills (I)</p> <p>2.3 Be able to work alone and as part of a team (A,I)</p> <p>2.4 Good numeracy skills (A)</p> <p>2.5 Able to communicate clearly both written and verbally (A, I)</p>	<p>2.6 Ability to prepare and cook food for large groups as part of a team (A)</p>
Experience	<p>3.1 Previous experience of working in a busy customer facing role (A,I)</p>	<p>3.2 Previous experience of working in a busy versatile catering establishment (A)</p> <p>3.3 Experience working with children (A)</p> <p>3.4 Experience of bar work (A)</p> <p>3.5 Experience of working on large events (A)</p>
Personal Attributes	<p>4.1 Smart appearance (I)</p> <p>4.2 Friendly and polite nature (I)</p> <p>4.3 Possess an assertive and confident attitude (I)</p> <p>4.4 Trustworthy and Honest (I)</p>	
Other	<p>5.1 Be physically able to undertake all aspects of work - to include lifting and carrying. (T)</p> <p>5.2 Be able to work varying shift patterns to include early mornings, evenings weekends and bank holidays (A,I)</p>	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre