

Job description

Job Title:	Hospitality Assistant
Reports to:	Hospitality Manager, Hospitality Operative Wedding Manager, Client Account Executive
Contract:	Casual - zero hour
Days:	Weekdays, weekends and Evenings
Hours:	Zero hours – as business requires
Pay:	£9.50 hourly rate, with holiday uplift and benefits

Key Purpose of the Job

- To assist with setting and breaking down furniture and other equipment required for weddings and venue hire within Shuttleworth House, Swiss Garden and other venues on site in a professional and safe manner
- To assist the Hospitality team with the running of bars within Shuttleworth House, Swiss Garden and other venues on site in a professional and efficient manner
- To protect the venue against damages that may occur through the running of weddings and venue hire
- To maintain high levels of cleanliness throughout the venues at all times in line with set parameters

Job Functions

Operational

- To assist the team with the preparation and delivery of bar & conference service as required for any given wedding or venue hire
- To assist with venue turn rounds from one wedding or event to the next in line with set working practises
- Provide any additional support as required to the Hospitality Team
- To protect Shuttleworth assets by minimising and reporting damages where required
- Ensuring that our venues are kept in a prestigious and presentable state at all times
- Occasional stewarding responsibilities for large parkland events including road marshalling and car parking

Financial

- To handle card payments
- Proficient operation of the EPOS till system
- To assist with the control of stock levels

Customer Service

- Ensure provision of high quality and efficient service to customers
- Support with complaints and feedback as required
- Maintain a high level of professional bar service whilst maintaining efficiency and accuracy at all times when under pressure

Policies and Procedures

- Comply with Health and Safety legislation, to include COSHH
- Comply with GDPR legislation
- Adhere to organisational policies and procedures

Personal Responsibilities

- Demonstrate personal integrity in all day to day interactions with colleagues and customers, working as a positive influence and role model
- Acting with professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff along with changes and developments
- Maintain professional levels of confidentiality commensurate with the role
- Build and maintain the team's standards through leading by example

Shuttleworth Principles

The following principles form the basis of our working ethos at Shuttleworth and in your role you are required to engage and promote these yourself and within your team.

- Treat each other with kindness and respect
- Make everyone welcome
- Learn from our mistakes when things go wrong and bounce back
- Equip and support our teams with modern day business skills
- Embrace commercial success in a way that respects our traditions
- Educate by telling stories and providing experiences
- Preserve our unique heritage and keep it in working order

This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Trust to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible, the Trust reserves the right to make reasonable changes after consultation.

This role is very hands on and requires movement of heavy equipment, working from height and across five different floors within a Grade II star listed building.

Selection Criteria

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	<ul style="list-style-type: none"> • GCSE grades (9-4) or equivalent • Customer service related • Catering or hospitality related • Food Hygiene Level 1 (to be provided) 	E D D E	Certification Certification
Work Experience	<ul style="list-style-type: none"> • Customer service role (1+ years) • Hospitality experience (1 + years) • Catering FOH experience (hotel, bar, café or similar) (1+ years) 	E D D	CV / Interview
Skills and Knowledge	<ul style="list-style-type: none"> • Excellent verbal and written communication • Good organisation skills • Knowledge of bar service and etiquette, alcoholic drinks, cocktails and laws surrounding bar service 	E D	CV / Interview
Aptitudes	<ul style="list-style-type: none"> • Adhere to the Shuttleworth principles at all times • Work collaboratively with other colleagues and departments • Adopt a flexible approach to meet the needs of the business • Consider and respect the challenges of others • Engage with the needs of Health & Safety • Work in the interests of Shuttleworth maintaining its reputation at all times • Embrace diversity 	E E E E E E E	CV / Interview