

# WATERSHED

## Job Description

**March 2021**

**Job title:** Café & Bar General Assistant

Dear Applicant

Thank you for your interest in the above position. Please find enclosed a job description including person specification and terms and conditions of employment. Please consider these carefully and decide whether you wish to apply.

Watershed's first value is ***Inclusive - We are people led***. We listen to and engage with the broadest range of people. This letter lays out some of the steps we are taking to create a more inclusive recruitment process. Many of these steps are new to us, so feedback and questions are very welcome.

### **Before you apply**

You may not have worked in a cultural organisation before, or in an organisation like Watershed. Perhaps you have worked in a hotel or coffee shop - which are very transferable contexts. If you are from a background that is underrepresented in the culture sector (for example you are from a community that experiences racism or you are a disabled person (as defined by the Equalities Act 2010), or you did not go to University or had free school meals as a child), and you would like support to articulate how your experience is transferable to this role, you can book time with us (we will ensure the person you meet is not involved in the recruitment process). They would be pleased to help you think this through. Please request this by emailing our HR Manager, Kirsty Young, on [hr@watershed.co.uk](mailto:hr@watershed.co.uk) (we will not ask you to disclose your background).

We believe our work will be stronger with greater diversity and welcome applications from those who bring difference to our team. Watershed welcomes the whole person to work, and we understand that each of us bring our experiences, our backgrounds and our own unique lens to what we do. Supporting our staff means they are not appointed to represent specific groups or organisations.

### **Timeline**

The closing date for all applicants is: **5pm on Friday 16 April 2021.**

We will contact all long-listed candidates by: **5pm on Monday 19 April 2021.**

In order to broaden the field of candidates, the Watershed team will aim to meet all candidates who meet the basic criteria for a short online interview during **22-24 April 2021.** This will be an opportunity for you to ask us more about the role, and for us to hear more about you.

We will then hold second interviews on **Thursday 29 and Friday 30 April 2021.**

The start date for the role will be **week commencing 10 May 2021.**

All interviews will be on Zoom as the Watershed building is currently closed.

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Please DO NOT include your CV as it will not be considered. Please put all relevant information on your application form.

We are striving to understand more about who applies to work with us. We invite you to complete our anonymous equal opportunities monitoring form, which will not be shared with anyone involved in the recruitment process.

Watershed will work with candidates to ensure their access needs are met during the interview process and will ensure access requirements do not factor in decision making.

Thank you for your interest in Watershed.

**Mark Horton**  
**Bar Duty Manager**

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<b>Position:</b>	Café Bar General Assistant
<b>Grade:</b>	6
<b>Responsible to:</b>	Shift Leaders
<b>Responsible for:</b>	N/A
<b>Contacts:</b>	All Café Bar staff, suppliers, other departments

### Purpose of Job

Watershed is Bristol's cultural meeting place of choice. Our café bar provides a welcoming hospitality offer. The post holder will work as part of a team providing an excellent visitor experience, maintaining consistently high levels of customer service, cleanliness and product knowledge, across our customer service departments: Café bar, Kitchen, Events and Front of House.

### Principal Responsibilities

- Deliver high levels of customer care at all times ensuring the highest possible standards in presentation and quality of food / beverages served and customer experience;
- Maintain an up-to-date knowledge of Watershed activities and all products on offer from the Café Bar and Events menu to ensure effective advice to customers;
- Undertake clearing and cleaning requirements in the Café/Bar, Kitchen, and Events spaces before, during and after service;
- Operate equipment accurately and in line with policy and procedures;
- Maintain an awareness and administration of stock control and procedures;
- Maintain health, safety and hygiene standards at all times within all catering areas;
- All work to be undertaken in a COVID safe manner, to ensure the safety of both staff and customers.

### Key Performance Indicators

- Excellent food and beverage product knowledge maintained at all times;
- Highest standard of customer service delivered to staff and customers at all times;
- Accurate handling of tills, cash and other transactions;
- Stock control and rotation records kept up-to-date;
- Health & Safety/Food hygiene standards maintained at all times;
- Service areas cleaned and cleared to the required standards.

### Person Specification

#### Qualifications

- Recognised certificate or demonstrable knowledge of Health and Safety and Food Hygiene training.

#### Skills & Experience

- Proven experience of delivering excellent customer service within a catering environment;
- Excellent interpersonal skills including working as part of a team;
- Previous experience of handling cash;
- Demonstrates an understanding of stock/cost control systems;
- Able to prioritise work and work on own initiative;
- Adept handling and coordination skills in use of equipment such as hot and cold beverage dispensers, kitchen machines, computerised tills and cellar equipment;
- Adept at engaging with customers and staff with excellent communication skills and inter personal manner.

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### Watershed Values

The Watershed brand is unique, trusted and respected and is driven by the following shared values which are clearly articulated. Ability to master and represent Watershed's Vision and Values is therefore important.

Watershed is:

<b>Inclusive</b>	We are people led. We listen to and engage with the broadest range of people.
<b>Open and Honest</b>	We provide a culture and environment that is trusting, trusted and trustworthy.
<b>Make Things Happen</b>	We approach opportunity and challenge creatively, collaboratively and with a can do attitude.
<b>Entrepreneurial</b>	We are inventive, try new ideas, experiment, learn and share.
<b>Celebratory</b>	We celebrate culture, creativity and wonder.

### Additional information:

- The post-holder is expected to wear clothing appropriate to their post.
- The post-holder will be required to undertake such other comparable duties as may be required by the Head of Department'.
- Watershed is open seven days a week, including Bank Holidays (Christmas Eve, Christmas Day and Boxing Day are the only exceptions). Watershed is a public building, which operates a diverse range of cultural and commercial activities. The post holder will need to be comfortable working in this environment.



Watershed is a Social Enterprise Mark holder. Social Enterprises are businesses whose products and services create both social and environmental benefits.