

WATERSHED

Job Description

April/May 2019

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. To achieve this in everything we do, we are striving to understand more about who applies to work with us. So we invite you to complete our anonymous equal opportunities monitoring form, which will not be shared with the short listing panel.

Watershed is working towards good practice in equal opportunities and asks all applicants to complete the application form and equal opportunities monitoring form. Please DO NOT include your CV as it will not be considered. Please put all relevant information on your application form.

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

Watershed encourages applications from people of all backgrounds but particularly welcomes applications from candidates from a BAME background as they are under-represented within our staff team.

The closing date for all applicants is: **5pm Friday 17th May**

Interviews will take place on: **Week beginning 20th May**

We will contact short-listed candidates before: **Week beginning 27th May**

Please note that if you have not heard from us by the agreed date, you have been unsuccessful and we are unable to offer you an interview.

Thank you for your interest in Watershed.

Yours faithfully

Mark Horton
Bar Manager

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"Watershed is a place like no other - I feel free to be my whole self at work. Every day I feel professionally supported, challenged and free to contribute to the culture of the organisation"

Zahra Ash-Harper, Pervasive Media Studio Producer.

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

Purpose of Job

The post holder works as part of a team providing an excellent visitor experience and maintaining consistently high levels of customer service, cleanliness and product knowledge, across our customer service departments: Café bar, Kitchen and Events.

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.

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;

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- Adept at engaging with customers and staff with excellent communication skills and inter personal manner.

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:

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