

Job Description



Job Title:	Restaurant Assistant
Department/Section:	Life Skills – Coterie Tea Rooms
Reports to:	Life Skills Manager
Principal Contacts:	Service users Visitors to the Coterie Tea Rooms
Job Purpose:	To assist the Life Skills Manager and Assistant Life Skills Managers in the smooth running of The Coterie Tea Rooms maintaining high levels of cleanliness at all times and treating all customers in a polite, helpful and caring manner.
Responsible for:	People: The service users Finance: The float and till reconciliation sheets completed Other physical resources:

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

1. To ensure all customers are greeted in a pleasant and welcoming way, and to ensure our customer's needs are met.
2. To ensure all tables, the tills and counters are adequately set up and are cleared promptly throughout the day.
3. To ensure customer queries and complaints are handled politely and efficiently and referred, where necessary, to the Life Skills Manager.
4. To ensure Trust procedure is followed in accepting cash, debit and credit card payments.
5. To ensure all food/drink handling is carried out to Trust Health & Safety standards and meets the relevant legislation and explicitly follow directions given by the Life Skills Manager and Assistant Life Skills Managers regarding food handling and cleaning.
6. To maintain a neat, tidy and well groomed appearance at all times.
7. To assist and support the adults with learning disabilities in learning and undertaking catering skills.

Additional Information



Driving:

There may be a requirement for the post holder to drive in order to fulfill the requirements of the role.

Variation to Usual Working Hours:

There is no requirement for the post holder to participate in an 'on-call' rota. However, they may occasionally be required to work outside of their usual working pattern/hours in order to attend to external meetings, supplies/deliveries, training or external events and open days.

Display Screen Equipment Usage:

The Post holder is not regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

Lone Working:

There may be requirement for the post holder to lone work during the course of the working day.

Night Workers:

The Post holder is not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their normal rostered duties.

First Aid:

There is no requirement for the post holder to be a qualified first aider.

Physical Effort:

- Frequent (daily) moderate physical effort is required for this role throughout the day.
- Frequent exposure to repetitive movements such as lifting, bending, reaching, crouching, walking, carrying, standing, kneeling, loading/unloading, moving equipment/stock, working in restricted spaces and outdoors.

Mental Effort:

- Frequent periods of concentration are required when dealing with customers, service users, interpreting information, communicating, record keeping and administration tasks.

Emotional Effort:

- Maintaining a positive attitude when dealing with stressful or emotional situations.

Person Specification



Job Title:	Restaurant Assistant		
Department:	Coterie Tea Rooms		
Reports To:	Life Skills Manager		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)		<p>Previous experience in the hospitality or similar industry.</p> <p>Customer service experience.</p> <p>Cash handling and till operation experience.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)		Basic Food Hygiene.	<p>Application Form</p> <p>Proof of award</p>
Skills, Knowledge & Aptitude:	<p>Ability to follow instructions and work on own initiative.</p> <p>Excellent verbal communication skills</p> <p>Good numeracy skills.</p> <p>Ability to work well under pressure.</p>	<p>Basic understanding of health and safety requirements.</p> <p>Basic understanding of food hygiene & storage.</p> <p>Willingness to train</p>	<p>Application Form</p> <p>Interview</p> <p>Relevant Certificates</p>
Personal Qualities and Behaviours:	<p>Polite and courteous.</p> <p>Enthusiastic and hard working.</p>		<p>Interview</p> <p>References</p>
Other Requirements: (factors which are ideally required for an individual to carry out the full duties of the job)	<p>Required to be flexible in hours including weekends.</p> <p>Initial and ongoing clear criminal records check (obtained by the Trust initially upon offer).</p> <p>Able to demonstrate compassion and empathy for the people we support.</p>		<p>Interview</p> <p>Appropriate documentation</p>

