

Job Title	Food and Beverage Assistant
Job Family	Catering Department, Facilities and Services
Line Manager	Catering Operations Manager
Key Stakeholders/Internal Customers	HsMs, Exec, Enterprise, Assist Head Sports
Hours	20 hours per week, 4 out of 7. Generally between 08:00 – 20:00  This is a predominantly a term time only position however the role does carry a commitment during the school holidays to the School's Enterprise division, working a total of 200 hours.
Holidays	Predominantly term time role over 34 weeks, plus 200 Enterprise Hours. 1 weekend off every 3.
Location	Based primarily in the Hospitality Suite
Benefits	Employer Pension Scheme Sports Centre Membership
<b>Role Overview</b>	
To provide a warm, friendly and efficient food and beverage service to our students, staff and guests, ensuring exceptional service standards are delivered and maintained at all times in line with the schools expectations.	
<b>Role Outcomes</b>	<b>Key Performance Indicator (s)</b>
<b>Service and Delivery</b> – To be part of the hospitality team focussed on the service and delivery of all aspects of catering attached to the hospitality department.	Feedback from, students, staff and guests Compliance with EHO and Health & Safety legislation
<b>Compliance.</b> All hospitality delivery operations, working practices and associated areas meet requirements for compliance, inspection, Environmental Health, H+S and all other relevant legislation. Relevant policies and protocols are followed.	100% Compliance Policy/Practice
<b>Performance.</b> To support the hospitality manager in the delivery of all hospitality within the school.	Team feedback Weekly 121's Team meeting with Catering Operations Manager
<b>Key Duties and Responsibilities</b>	
<u>Service Provision and Delivery</u> <ul style="list-style-type: none"> <li>Assist in creating a warm and welcoming environment for our students, staff and guests</li> <li>Ensure that all requests and queries are responded to promptly and effectively and an exceptional service is always delivered</li> <li>Familiarise yourself with the menu's to answer any questions that may have</li> <li>Ensure an efficient and safe delivery of all food and beverage orders in line with expectations ensuring an exceptional level of service is maintained at all times</li> </ul>	

- Set up and clear down in a timely manner for each event
- Ensure hospitality areas are clean and well presented at all times, and assist with cleaning and housekeeping duties as required
- Deal with guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times and ensure that any guest complaints and comments are reported to management
- Ensure all cash, charge, float and till procedures are carried out in line with agreed procedures
- Prepare all back of house service points with regards to any event be it breakfast, lunch or dinner requirements as necessary
- Assist in the set up and preparation, and provide service duties for functions as required
- Ensure that all front of house areas are well maintained at all times
- Any other duties as directed by the Hospitality Manager or other member of the management team
- To constantly strive to improve what we do

#### Health and Safety/Compliance

- To ensure adherence to all procedures within the School's Health & Safety manual.
- To ensure compliance with the agreed health and safety policy, adhere to COSHH regulations regarding food, equipment, materials and general safety.
- To ensure that a high standard of cleanliness, personal hygiene and appearance is maintained at all times.

#### Other Responsibilities

- To operate within the ethos, culture, overall aims & policies of the School.
- Provision of induction training for new team members.
- To work flexibly and undertake when required other duties associated with supporting the needs of the school such as functions or Enterprise business as may reasonably be requested.
- Any other duties as the School may reasonably request.

### **Key Requirements for the Role**

#### Relevant Prior Experience

- Experience in working within a busy & diverse Hospitality Department.
- Knowledge of relevant Food Hygiene & Health & Safety Regulations.
- Basic Food Hygiene Certificate (desirable)
- High standard of personal presentation

#### Candidate Profile

- High energy, resilient, can-do attitude, proactive and flexible approach
- Strong leadership and hands on management skill
- Keen to support staff and pupils, whilst working towards the School's ethos & objectives
- Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors
- Well organised, used to working at pace.
- Care and attention, particularly for all aspects of food presentation & safety

## Other Important Information

### Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

### Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

### Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

### Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at <https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>