

Job Title	Casual Retail / Hospitality Team Member
Job Family	Catering
Line Manager	Operations Manager
Key Stakeholders/Internal Customers	School pupils, Parents, School Visitors, Repton Staff, Enterprise Team
Hours	Casual Contract – Zero Hours to suit the needs of the business
Location	Repton School
Salary	£14.05 PH plus holiday pay

Role Overview

To provide a warm, friendly and efficient Hospitality service to our pupils, staff and visitors, ensuring exceptional service standards are delivered and always maintained in line with the school's expectations.

Role potentially involves:

Working in one of our coffee shops serving barista drinks and food

Working across the hospitality team serving food and beverages in various settings

Working on VIP events providing formal dinner service or drinks receptions

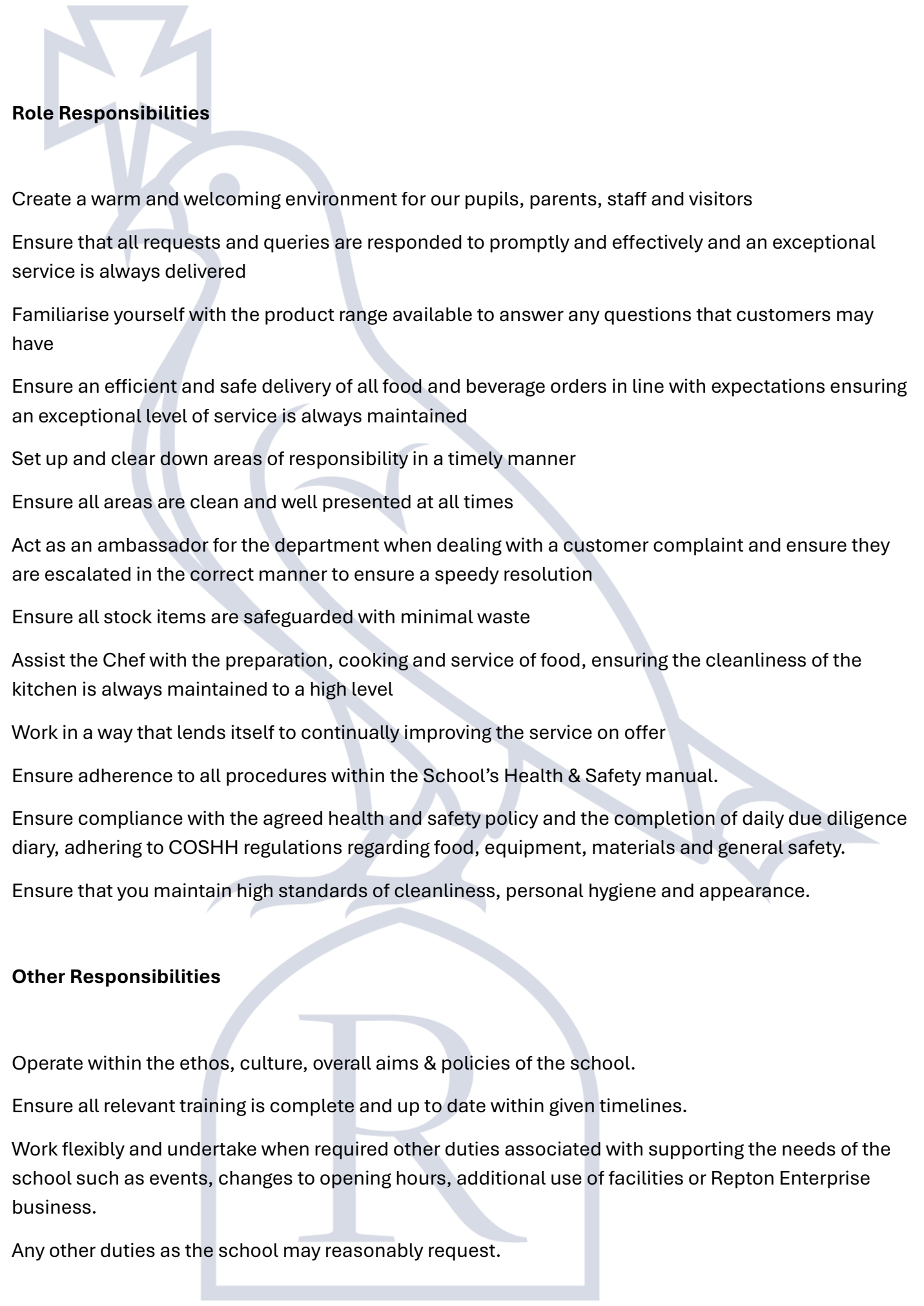
Some heavy lifting maybe involved in this role.

Whilst focusing predominantly on the Senior School, this role is through School and covering both sites (Repton Snr and Repton Prep) as necessary, as well as other Repton Enterprise duties.

Key Performance Indicator(s)

Service and Delivery – To be a part of the Retail & Hospitality team focusing on excellent customer service and delivery across all aspects of the department both Front and Back of house

Assist in delivery of compliance with all Food & Beverage policies, standards and procedure



Role Responsibilities

Create a warm and welcoming environment for our pupils, parents, staff and visitors

Ensure that all requests and queries are responded to promptly and effectively and an exceptional service is always delivered

Familiarise yourself with the product range available to answer any questions that customers may have

Ensure an efficient and safe delivery of all food and beverage orders in line with expectations ensuring an exceptional level of service is always maintained

Set up and clear down areas of responsibility in a timely manner

Ensure all areas are clean and well presented at all times

Act as an ambassador for the department when dealing with a customer complaint and ensure they are escalated in the correct manner to ensure a speedy resolution

Ensure all stock items are safeguarded with minimal waste

Assist the Chef with the preparation, cooking and service of food, ensuring the cleanliness of the kitchen is always maintained to a high level

Work in a way that lends itself to continually improving the service on offer

Ensure adherence to all procedures within the School's Health & Safety manual.

Ensure compliance with the agreed health and safety policy and the completion of daily due diligence diary, adhering to COSHH regulations regarding food, equipment, materials and general safety.

Ensure that you maintain high standards of cleanliness, personal hygiene and appearance.

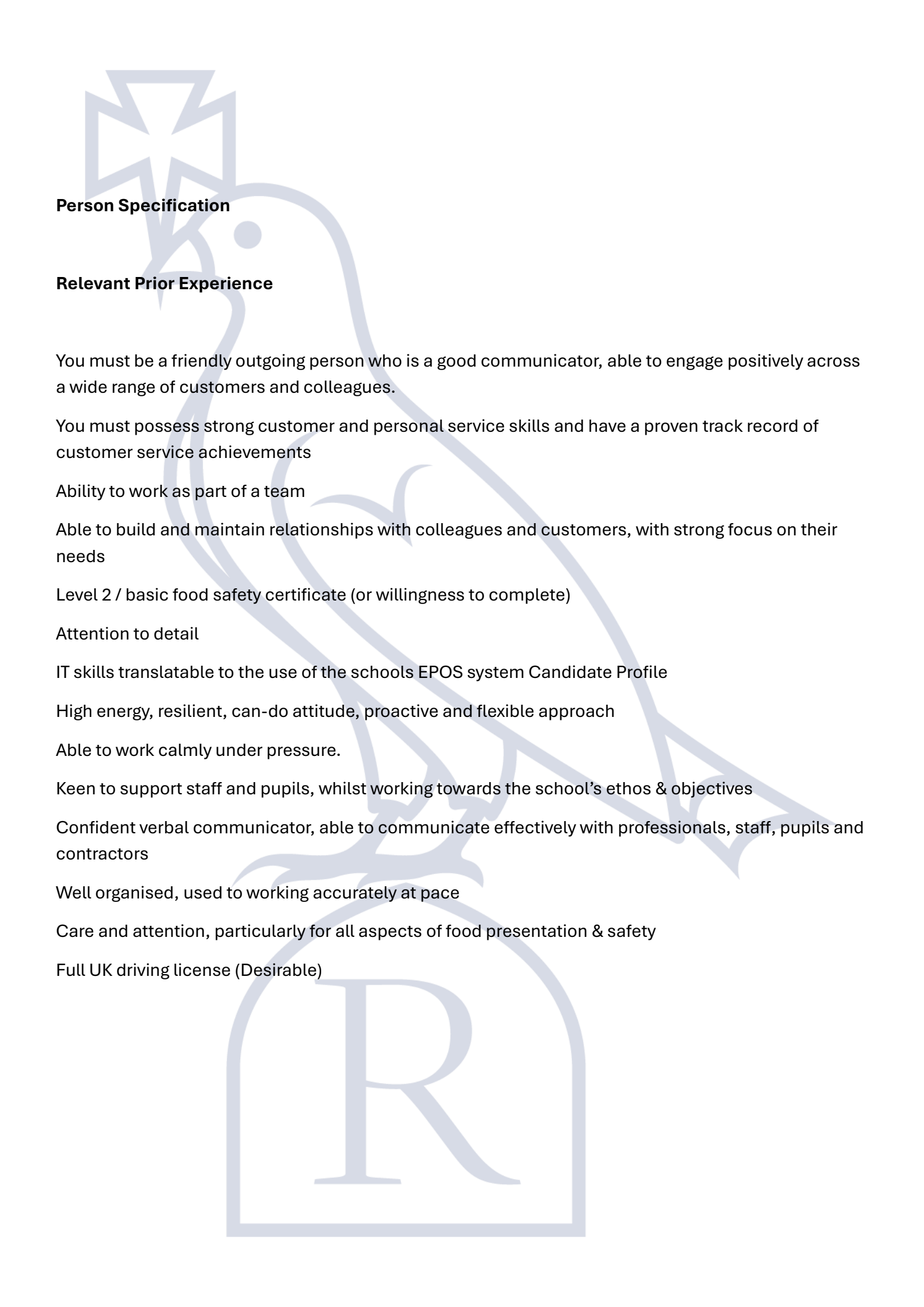
Other Responsibilities

Operate within the ethos, culture, overall aims & policies of the school.

Ensure all relevant training is complete and up to date within given timelines.

Work flexibly and undertake when required other duties associated with supporting the needs of the school such as events, changes to opening hours, additional use of facilities or Repton Enterprise business.

Any other duties as the school may reasonably request.



Person Specification

Relevant Prior Experience

You must be a friendly outgoing person who is a good communicator, able to engage positively across a wide range of customers and colleagues.

You must possess strong customer and personal service skills and have a proven track record of customer service achievements

Ability to work as part of a team

Able to build and maintain relationships with colleagues and customers, with strong focus on their needs

Level 2 / basic food safety certificate (or willingness to complete)

Attention to detail

IT skills translatable to the use of the schools EPOS system

High energy, resilient, can-do attitude, proactive and flexible approach

Able to work calmly under pressure.

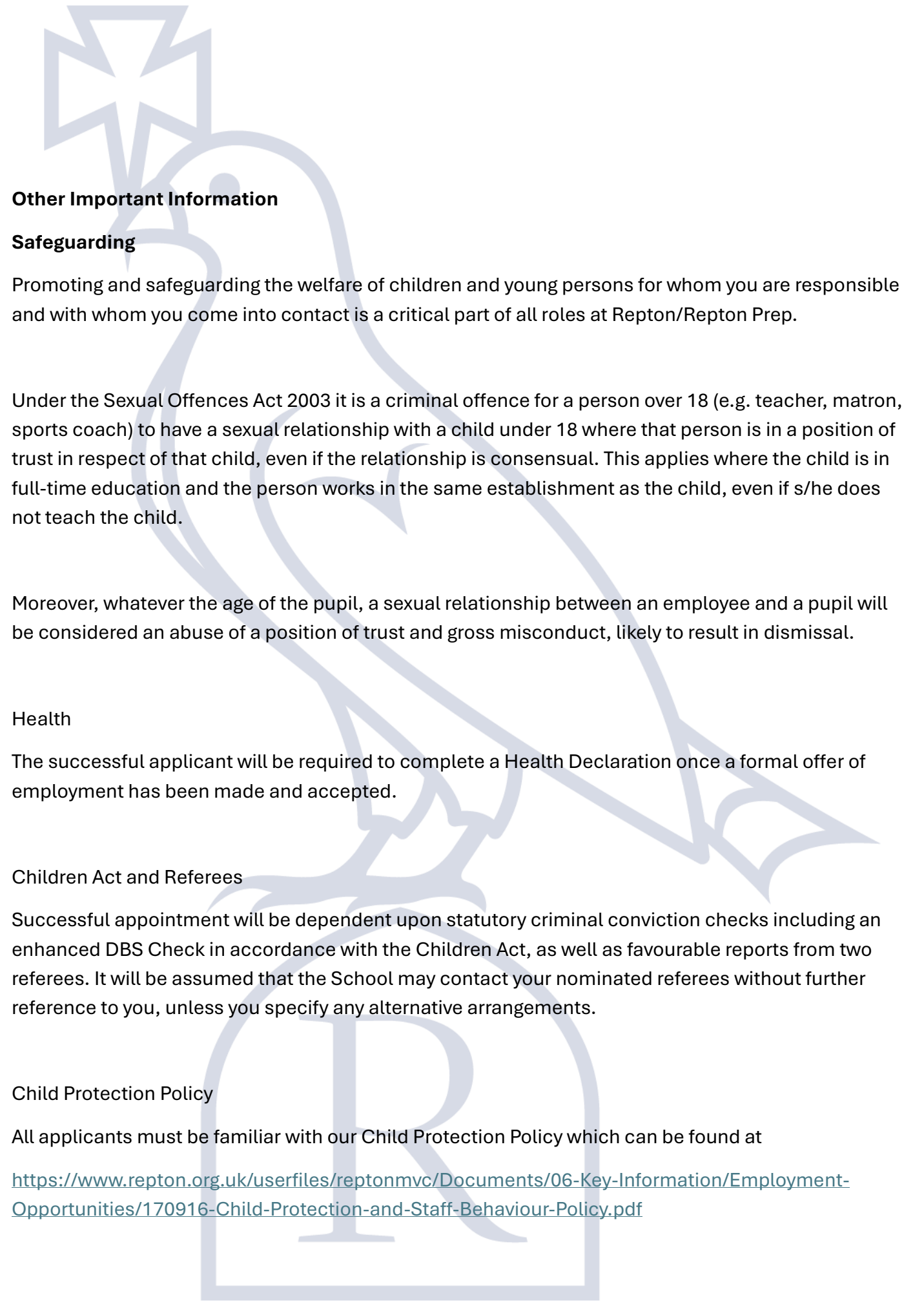
Keen to support staff and pupils, whilst working towards the school's ethos & objectives

Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors

Well organised, used to working accurately at pace

Care and attention, particularly for all aspects of food presentation & safety

Full UK driving license (Desirable)



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>