

Job description

Job title: Bar and Catering Assistant (Leisure)

Grade: Dorset Council Grade 3

Job evaluation reference: IC707

Job family: Information and Culture

Purpose and impact

The role of the Bar and Catering Assistant is to assist in the day to day running of the Leisure Services café/bar facilities to customers of the service within the correct guidelines.

Key responsibilities

1. Welcome customers in a friendly, enthusiastic and approachable manner, delivering excellent customer service at all times.
 - a. Enthusiastically provide a high-quality bar and catering service at the Leisure Facilities.
 - b. Manage a till float and bar and catering income during each shift, ensuring all transactions are completed and paid for
 - c. Actively prepare and cater for all party booking and events in a positive manner which ensures the customer has an enjoyable visit to the leisure facilities
2. Prepare and serve food and beverages to order quickly and efficiently, meeting with standards.
 - a. Prepare, cook and serve food beverages as required from the menus.
 - b. Positively contribute ideas to improve the menu by considering customer comments and feedback
 - c. Ensure that the presentation of food complies with food hygiene standards.
3. Ensure the café/bar are clean and free of health and safety hazards always adhering to food hygiene regulations.
 - a. Ensure that all formalised cleaning schedules are adhered to
 - b. Ensure that all health and safety and food hygiene legislation is adhered to at all times including the completion of HACCP paperwork
 - c. Complete equipment checks keeping it regularly cleaned within guidelines
 - d. Conscientiously ensure that opening and closing hours are strictly adhered to
 - e. Ensure the bar, kitchen, front of house, stores and toilets are clean and tidy at all times and report any breakages, malfunctions or other concerns to the Duty Officer immediately.
4. Work alongside the team liaising with the Senior Duty Officer – Events or Duty Officer regarding stock levels and place orders as required.
 - a. Assist with the unloading and storing of deliveries of food, beverages and other provisions used within the leisure facilities
 - b. Contribute and assist in all aspects of stock control for the bar and catering area including the recording of wastage
 - c. Actively contribute with innovative suggestions and ideas in all meetings for improvements to the service
5. Other duties commensurate with the role.
 - a. Cross-site working, where applicable, to ensure the overall effective and efficient delivery of all partnership food and beverage facilities



- b. Maintain and update appropriate qualifications, where applicable, and proactively seek to develop relevant skills set

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Senior Duty Officer - Events

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. Full details can be found on our website.



Person specification

Applicants will be shortlisted based on demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Experience	Assessed through:
1. Experience working in customer service and with the general public	Application form
2. Experience of cash handling	Application form
Skills, abilities & knowledge	
3. To maintain accurate records, to include orders and stock check	Interview Assessment
4. Customer focussed	Interview Assessment
5. Customer service standards	Interview Assessment
Our values	
6. Respect	Interview Assessment
7. Together	Interview Assessment
8. Accountability	Interview Assessment
9. Openness	Interview Assessment
10. Curiosity	Interview Assessment

Desirable

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualifications / training / registrations	Assessed through:
11. Level 2 award in food safety and hygiene	Application form
Experience	
12. Experience of working in catering	Application form
13. Knowledge of HACCP (hazard analysis and critical control point)	Application form
14. Knowledge of the services provided by a leisure facility	Application form
Skills, abilities & knowledge	
15. Ability to follow procedures	Interview Assessment

Approval			
Manager		Date	January 2025



Dorset
Council

