

JOB DESCRIPTION

Job Title:	Cook and Guest Services Assistant
Salary:	£12.60 per hour
Hours:	Minimum 16-hours per week, including evenings and weekends
Contract:	Fixed-term, 6-months
Responsible to:	Assistant Director of Whalley Abbey
Responsible for:	None
Key Responsibilities:	Prepare, cook and serve meals and refreshments for guests, clean away and clear refectory and kitchen.

Main Responsibilities:

Kitchen

- Prepare and cook breakfast, lunch and dinner for guests and provide refreshments for programme breaks.
- Liaise with the team to ensure appropriate stock levels and low food waste.
- Liaise with the bookings team to ensure numbers and dietary requirements and allergies are accurately known and adhered to.
- Ensure compliance with all food hygiene as well as health and safety regulations and testing schedules in the kitchen.
- Ensure the kitchen is clean and that the cleaning regimes are adhered to.
- Report to the management any issues or concerns.

Dining rooms and general areas

- Ensure that the rooms are set up for meals.
- Ensure that the eating areas are kept to a high level of cleanliness.
- Help to deliver food to the guests and ensure their customer satisfaction.
- Report to the management any issues or concerns.
- Duties may include occasionally helping to clean public areas.

Training

- Participate in training sessions as required and identify training needs which will benefit the provision of your department.

Team Working

- Consciously contribute to effective team working.

Service Quality

Guest/Customer Satisfaction

- Constantly focus on the satisfaction of the Guests as our main purpose.
- Monitor customer satisfaction by communicating pro-actively with guests and staff.

Environment, Health & Safety and Security

- Follow carefully the Whalley Abbey standards on being environmentally friendly
 - Follow all policies and procedures
 - Fully understand the safety procedures of the Abbey and participate in all situations to make the Abbey a safe place for all
 - Attend all Health and Safety training as instructed
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Person Specification

- Experience in the hospitality industry of cooking, health and safety and customer care.
- Must be able to deliver meals independently from beginning to end
- Hold a current food hygiene certificate to at least level 2 (training can be provided).
- Customer service skills: the ability to provide customer support in a prompt and friendly manner. Must also be able to follow-up on guest requirements.
- Self-starter and team player: must be able to work both independently as well as in a team oriented environment to accomplish assigned tasks and goals
- Listening and communication skills: the ability to actively listen to customers or guests to deduce what their real needs are.
- Professionalism: must be enthusiastic, respectful, and friendly; with a professional and welcoming presentation, and most importantly, possess a positive attitude
- Interpersonal skills: It is vital that you possess strong interpersonal skills to relate easily with people of various background and personalities.
- Flexible in terms of being able to complete tasks and duties according to the demands of the Abbey and guests at the time.
- Demonstrate a high level of presentation of products and services which are customer facing, e.g. room layouts and food presentation.
- The ability to understand, be supportive of and to be able to contribute towards the vision and ethos of the Abbey.
- A very high standard of presentation and personal appearance.
- Interest and enjoyment in working with people.
- Availability to work on average a minimum of 10 hours per week, increasing during busy times.

Note

This document reflects the job content at the time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the jobholder and the job description will be amended accordingly.



Outline of Terms and Conditions

Employer: Blackburn Diocesan Board of Finance

Contract type: Fixed-term, 6-months

Salary: £12.60 per hour

Hours: This is a zero-hours based contract. Typical hours will include evenings and weekends, with a minimum number of core hours to be discussed.

Location: The post holder will be based at Whalley Abbey, The Sands, Whalley, BB7 9SS.

Pension: The default for staff is a Royal London Pension Scheme, 10% Employer contribution 2% minimum employee contribution. Clergy can opt into the Church of England Clergy Pension Scheme via a salary sacrifice. Details of this are available on request.

Annual leave: The full-time entitlement is 25 days (not including statutory bank holidays) in the first year of employment rising by 1 day per completed calendar year up to a maximum of 30 days per year. This is pro rata for part time employees. The holiday year runs from 1 January to 31 December.

Probationary period: The appointment is subject to the satisfactory completion of a six-month probationary period.

Notice Period: During the six-month probationary period 4-weeks' notice is required on either party. Thereafter you will be required to give 12-weeks' notice should you wish to resign.

Expenses: Working expenses are paid at the diocesan rates.

Employee Assistance Programme: Employees of the BDBF are entitled to the Medicash EAP following their second month of employment. Medicash is available to all employees whose contracts exceed 3-months from their continuous start date.

Right to work: The post-holder must have the right to reside and work in the UK.

Diversity - The Diocese of Blackburn believes that diversity enables us to thrive and develop and is committed to race equality, welcoming applications from UK Minority Ethnic/ Global Majority Heritage backgrounds

The Diocese of Blackburn is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment.