

JOB DESCRIPTION

Job Title: Cook and Guest Services Assistant

Salary: £12.60 per hour

Hours: Zero hours

Responsible to: Assistant Director

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

- 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.
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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 policy 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

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.
- 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

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: You will be employed by the Blackburn Diocesan Board of Finance.

Salary: £12.60 per hour

Hours: This role is zero-hours per week.

Contract: Temporary

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

Pension: This role does not automatically qualify for a pension.

Annual leave: Entitlement of 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.

Pro rata for part-time employees. Annual leave is paid according to the amount of hours worked in the preceding month.



Whalley Abbey

The holiday year runs from 1 January to 31 December.

References: Appointment will be subject to the receipt of satisfactory references.

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

Expenses: Working expenses are paid at the diocesan rates.

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.