

Job Description

Job Title	The Kitchen Assistant
Department	Visitor Experience
Reporting to	Café and Events Manager
Hours	Part-time hours: Wednesday, Thursday and Friday 10.00am-5.00pm – 19.50 hours
Contract	Permanent

Summary

The Kitchen Assistant is responsible for the preparation and presentation of hot and cold food according to our daily menu and event requirements, which will include jacket potatoes, soup, wraps and sandwiches. You will be responsible for the areas you work in, making sure they are clean, tidy, and always well maintained.

The Kitchen Assistant will also provide support to the Café team, when required, by assisting in all aspects of the Café operation.

Job role:

Key responsibilities:

- Ensure that all food is prepared to a high standard, in a timely manner and to the appropriate agreed standard for the daily menu and events.
- Provide an efficient high-quality food and drinks service in a friendly manner to visitors to our Waterside Café.
- Follow instructions efficiently and support any commercial initiatives that are introduced.

Main responsibilities:

Kitchen:

- Prepare food orders efficiently to the agreed standards for our daily menu.
- Ensure the food preparation areas are always kept clean.
- Handle, store, label and rotate all food products according to hygiene regulations.

- Maintain excellent standards of food hygiene and complete all necessary records accordingly.
- Ensure temperature checks are conducted and recorded accurately.
- In the absence of the Café and Events Manager and Café Supervisor, delegate the daily tasks to the Café team, ensuring that a high standard of customer service is delivered at all times.
- In the absence of the Café and Events Manager and Café Supervisor, order sufficient stock and provisions in advance for the Café; supervise deliveries, including the checking of delivery notes.

Waterside Café:

- Serve visitors with excellent customer service; promptly, efficiently, and courteously.
- Ensure the presentation of the food counter is stocked and maintained throughout the day.
- Serve visitors efficiently with food and drink orders, including Barista style hot drinks.
- Process sales of food and drinks through the till efficiently, processing payments accurately.
- Answer any allergen queries from customers or seek help from the Café and Events Manager if unsure.
- Keep the Café clean and tidy; clear and clean tables, taking the crockery to the kitchen for cleaning.
- Carry out dishwashing duties, put away clean crockery, cutlery, and equipment.
- Clean and close the Café and counter at the end of the day, which includes the coffee machine, after the Café closes at 4.30pm.
- Respond to visitor complaints in the first instance or ask for support from the Café and Events Manager or Visitor Experience Manager in order to resolve the issue.
- Under the training and guidance of the Café and Events Manager, develop a good knowledge of the products on offer to guide customers and to issue allergen advice as necessary.
- Ensure compliance with all food hygiene, legislation, allergen and Health and Safety procedures.

General:

- Carry out evacuation responsibilities in an emergency situation.
- Keep up to date with current Museum exhibitions in order to assist visitors.
- Maintain excellent standards of personal hygiene and appearance.
- Carry out any other tasks that may be assigned to you in line with this role

Competencies

Essential

- Previous experience of working in a busy catering or food and beverage environment
- Experience of preparing and presenting food to a high standard.
- An awareness and understanding of food hygiene regulations
- Excellent communication skills to interact confidently with visitors and team members
- Excellent customer service skills
- Conscientious, enthusiastic, and self-motivated; able to work on own initiative and with minimum supervision
- Ability to work as a member of a team
- Flexible and reliable
- Experience of processing transactions using a till/EPOS system
- Excellent organisational skills, with thoroughness and attention to detail
- Excellent standards to personal presentation, smart appearance

Desirable

- Level 2 Food Safety and Hygiene qualification (training will be provided)
- Barista trained (training will be provided)
- First Aid qualification (training will be provided)
- An awareness of Health and Safety procedures
- A willingness to undertake any training required