

Job Description

Job Title	Food and Beverage Assistant
Department	Visitor Experience
Reporting to	Café Supervisor
Hours	Fixed term until 30 September 2026: 11.00am-3.30pm: Wednesday, Thursday and/or Friday 9.30am-5.00pm: Saturday and/or Sunday

Summary

Food and Beverage Assistants deliver consistently high standards of customer service to visitors to the Waterside Café. This role involves supporting daily Café operations, preparing and serving food and beverages, ensuring a welcoming environment for all visitors.

Job role:

Key responsibilities:

- Provide excellent customer service for all visitors; polite, professional, courteous, and friendly.
- Demonstrate a can-do attitude towards visitors and strive to exceed expectations.
- Take food and beverage orders accurately and process transactions efficiently at the till.
- Prepare and serve a variety of hot drinks to a high standard, including latte art.
- Carry out food preparation to a high standard in accordance with EHO guidelines.
- Complete the daily checks, including temperature checks, and the Safer Food, Better Business paperwork.
- Handle, store and label food in accordance with food hygiene regulations.
- Carry out the opening and closing procedures, adhering to the checklists provided.
- Ensure the presentation of the food counters are maintained throughout the day, restocking supplies as needed.
- Maintain cleanliness of the Café and food preparation areas at all times.
- Carry out dishwashing duties, put away clean crockery, cutlery, and equipment.
- Handle customer queries, requests and complaints politely and feedback to the Café Supervisor.
- Understand the need for, and help to maintain, excellent hygiene procedures.

- Ensure compliance with all food hygiene, legislation, allergen and Health and Safety procedures.
- Maintain a good knowledge of the products on offer in the Café and keep up to date with exhibitions in the Museum.

Events: (as and when required)

- Support with events preparations and delivery, as and when required.

General:

- Carry out evacuation responsibilities in an emergency.
- 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
- Excellent communication skills to interact confidently with visitors
- Excellent customer service skills; friendly and approachable
- Conscientious, enthusiastic, and motivated
- Ability to work efficiently both independently and as part of a team; proactive at all times
- Experience of processing transactions using a till/EPOS system/cash handling
- Excellent organisational skills, with thoroughness and attention to detail
- Excellent standards to personal presentation, smart appearance

Desirable

- Barista experience (training will be provided)
- An awareness of food hygiene and/or Level 2 Food Hygiene qualification (training will be provided)
- An awareness of Health and Safety procedures

Hours:

- Fixed-term contracts until 30 September 2026:
11.00am-3.30pm: available on a Tuesday, Wednesday, Thursday and/or Friday
9.30am-5.00pm: available on a Saturday and/or Sunday

Salary:

The hourly rate for this role is:

- £12.71 per hour, 21 and over
- £11.95 per hour, under 21