

Job Title: Hospitality Outlet Team Member	Role Profile Number: OPN120
Grade: K	Date Prepared: April 2023
Directorate/Group: Operations	Reporting to: Hospitality Outlet Manager
Structure Chart attached:	No

Job Purpose

To assist in the production and selling of food and beverage to guests in the outlets across Lydiard Park and other outlets under the structure. The post holder will deliver great customer service, attending to all guest needs and be flexible and dynamic to work across various locations including Lydiard, Waterside and concession stands in the parks.

Key Accountabilities

- To assist in the production of food and beverage to sell to guests throughout the trading day
- To be responsible for the cleaning of equipment, dishes, crockery and materials whilst on duty
- To use authorised cleaning materials to clean all public and food preparation areas throughout your shift
- To be confident to work with cash and using the till to serve guests
- To assist and take responsibility for vending machine replenishment at the outlets
- Ensure excellent hygiene and personal hygiene standards are adhered too
- To comply with all food safety standards and labelling guide
- To comply with all mandatory training
- Able to be flexible to work in mobile outlets at events and support the events across the park with catering solutions
- Be flexible to work across all outlets within the Hospitality structure including the Hotel and Conference Centre.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Kitchen and cleaning experience
- Food and customer service experience
- Flexible to work across the 7 day week including weekends and bank holidays

Qualifications

- Knowledge of COSHH
- Food Safety

Decision Making

- Prioritising workload to manage guest expectation

Creativity and Innovation

- Able to make decisions and work independently

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • NONE <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • NO 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- The role involves verbal communication with staff, Park and offsite catering outlets users and the Lydiard Park Team

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Potential long shifts (8+hr), with long periods of standing and physical work
- Driving Licence (Preferred due to multiple sites within structure)
- Potential early in the morning start (5.30am), or late at night finishes (10pm) depending on site and events.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	