

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH & NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Food and Bar Service Staff
<u>GRADE :</u>	F
<u>JOB EVALUATION NO.</u>	C2043
<u>REPORTING RELATIONSHIP</u>	The post holder reports to the Catering Manager
<u>JOB PURPOSE :</u>	To assist in the delivery of the catering service using high standards of food hygiene, handling and safe working practices
<u>POST NO.</u>	D11371
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To ensure that the Highest standards of quality of product and outstanding customer service are delivered throughout all Dolphin Centre Catering outlets
2. To ensure a clean, presentable and professional image at all times
3. Assist in the preparation and delivery of an efficient catering service including:
 - To take and food orders from customers in a polite manner, and provide clear details of the requirements to other members of staff.
 - Food service to tables, including laying, waiting on and clearing tables
 - Bar service – preparation and service of hot and cold drinks to customers
 - Cash till operation
 - Function Service, including banqueting, silver service, buffet and refreshment services
 - Restocking of vending machines
 - Washing up and cleaning of equipment
4. To clean and restock equipment e.g. coffee machines, bar fridges etc
5. To be responsible for keeping bar areas clean and tidy.
6. To clean tables, furnishings etc. and clear spillages as required
7. To assist with basic food preparation and finishing as directed by the Chefs when necessary.
8. To promote the catering service to customers and community.
9. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.

10. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. Conflicts of interest, gifts, hospitality and other matters covered by the Code.
11. Carry out your role in line with the Council's Equality agenda.
12. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
13. Any other duties of a similar nature related to this post that may be required from time-to-time.
14. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: Jan 2017

DARLINGTON BOROUGH COUNCIL**ECONOMIC GROWTH & NEIGHBOURHOOD SERVICES****PERSON SPECIFICATION - FOOD AND BAR SERVICE STAFF****POST NO – D11371**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	4 GCSE's A*-C or equivalent qualification		D
2	Basic Food Hygiene Certificate		D
	Experience & Knowledge		
3	Demonstrable level of literacy and numeracy to be able to carry out the requirements of the post	E	
4	Previous Bar / Catering Experience	E	
	Skills		
5	Ability to communicate both orally and in writing	E	
6	Ability to convey orders accurately in a busy environment	E	
7	Knowledge of food hygiene		D
8	Knowledge of health and safety at work		D
9	Ability to demonstrate customer care skills		D
	Personal Attributes		
10	Able to use own initiative	E	
11	Able to remain calm under pressure	E	
12	Ability to be on time for all duties	E	
13	Committed to high standards of customer service	E	
14	Able to work as part of a team and on own initiative	E	
	Special Requirements		
15	The ability to communicate at ease with customers and provide advice in accurate spoken English'	E	
16	The successful candidate will be expected to wear the uniform provided	E	
17	Ability to work flexible shifts including days, evenings, weekends and bank holidays	E	