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| **Job Description** |
| **Post title** | Hospitality Assistant |
| **JE Reference No** | N9329 |
| **Grade** | 2 |
| **Service** | Regeneration, Economy & Growth  |
| **Service Area** | Culture, Sport and Tourism |
| **Reporting to** | Operations Officer and/or Duty Officer |
| **Location** | Your normal place of work will be Killhope Lead Mining Centre but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

**Work alongside:** Other Hospitality Assistants and Culture Assistants.

**Work with:** Across all Council Service Groupings.

**Responsive to:** Customers, community groups, residents, statutory and non-statutory organisations and funding partners.

To deal efficiently and effectively with visitors to Killhope Lead Mining Centre and ensure that their needs are met.

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| **Duties and responsibilities** |

* To deal efficiently and effectively with visitors to Killhope Lead Mining Centre and ensure that their needs are met.
* Undertake the sale of food as required, which involves cash handling.
* To have a full and complete understanding of Killhope Lead Mining Centre, and all its events and activities
* To promote the Killhope Lead Mining Centre range of services, which are available within the complex to customers.
* To deal promptly, efficiently and effectively with any customer complaints.
* To assist in customer emergency evacuations as instructed.
* To check daily and weekly cleaning duties are carried out to the required standard.
* To continually look for ways to improve the service and maximise income for the venue.
* To comply with and fully understand the laws and regulations regarding health and safety, fire training and evacuation procedures.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 or equivalent.
* Willingness to achieve Basic Food Hygiene Certificate.
 | * Basic Food Hygiene Certificate.
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| Experience | * Experience in catering.
* Experience in working in a customer service environment.
* Experience of cash handling.
 | * Experience in using ICT.
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| Skills & Knowledge | * Effective communication and interpersonal skills.
* Highly organised.
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
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| Personal Qualities | * May be required to work outside of normal office hours.
* Ability to work as part of a team.
* Ability to use initiative.
* Flexible approach.
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