

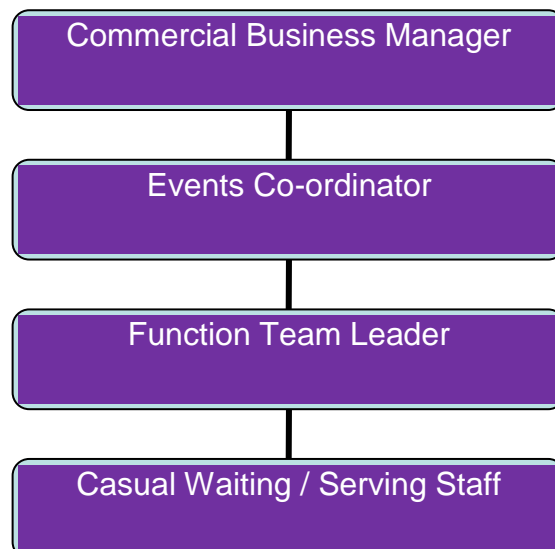
METROPOLITAN BOROUGH OF ROCHDALE

JOB DESCRIPTION

SERVICE:	Neighbourhoods
SECTION:	Facilities Management
LOCATION:	Rochdale Town Hall, The Esplanade, OL16 1AB
JOB TITLE:	Casual Waiting / Serving Staff
Grade:	<i>£8.75 per hour (local living wage)</i>
Accountable to:	Function Team Leader
Accountable for:	N/A
Hours of Duty:	Hours as required to meet the needs of the service to cover function and events which will include evenings and weekends as necessary.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

To set up and prepare tables for dining/eating, wait-on and serve food and beverages and clear tables for all function and events as directed by the Events Co-ordinator and/or Function Team Leader.

Control of Resources

Personnel

None

Financial

None

Equipment/Materials

None

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal: managers, supervisors and colleagues

External: Customers and some suppliers

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Borough Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Borough Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. To work as part of a team helping to prepare, serve and carry out table waiting and service duties for all functions and events in a professional and friendly manner that reflect an excellent customer standard and service at all times.
2. Work will include but is not restricted too:- Waiting on tables, clearing tables, setting up cutlery, crockery, glassware and other table items, service of food and drinks, serving customers and takings orders for the bar.
3. To maximise good customer relations with colleagues and customers
4. Advise Events Co-ordinator and/or Function Team Leader of all serving issues immediately.
5. Advise Events Co-ordinator and/or Function Team Leader of all customer issues/complaints immediately.
6. Ensure all glasses plates, cutlery items are clean and tidy before serving consumer.
7. Keeping tables clear of used plates and cups items as directed by the Function Team Leader during events and functions.
8. Assist with the collection and cleaning of all used table items at the end of an event and/or function as directed.
9. Keep the function area clean and tidy at all times.
10. Ensure food preparations areas are kept clean and tidy
11. Ensure all breakages are cleaned immediately up and disposed of correctly.
12. Ensure fresh iced water is kept topped up at all time.
13. Ensure that used and empty wine, beer and soft drink cans and bottles are removed from the tables and disposed of and recycled correctly.
14. Ensure you dress as directed, in sensible and appropriate clothing for serving drinks and waiting on tables within the Town Hall. (A uniform may be provided)
15. Ensure food hygiene and health and safety regulations are adhered to at all times.

Secondary Duties

1. To provide table service for drinks as directed.
2. Advise Events Co-ordinator and/or Function Team Leader of all spillages.
3. Assist in the cleaning up of spillages.
4. Ensure leftover food Items are disposed of and that plates are as clean as possible before placing in the dishwashers.
5. Ensure that food items are disposed of correctly.
6. Ensure that any lost property or customers items left behind are brought to the attention of the Events Co-ordinator and/or Function Team Leader.

7. Ensure all plates, cups and glasses are stacked correctly, not too high so as to cause breakages.
8. Ensure that bins are emptied regularly and never left overflowing.
9. Ensure that all kitchen and catering areas are left clean and tidy at the end of the event/function.
10. Will be asked to move/carry large food items and packages.
11. As directed, to restock fridges and cupboards ready for the morning.
12. As directed, to restock store cupboard with all cutlery so it's ready for reuse for the morning.
13. Practising and encouraging good housekeeping with energy conservation and equipment.
14. To participate in Council programmes of in-service training as a trainee and when required as a trainer/facilitator.
15. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Luke Settle</u>	Date	<u>January 2018</u>
Agreed by Postholder	<u></u>	Date	<u></u>
Supervisor	<u></u>	Date	<u></u>
Service Director	<u></u>	Date	<u></u>

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods	Post:	Casual Waiting / Serving Staff
Section :	Facilities Management	Grade:	£8.75 per hour (local living wage)

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(b) Qualifications and Experience		
1 Tell us about your experience of waiting on tables or other catering environments including any experience in silver service..	E	AF/I
(c) Skills and Knowledge		
1 Please demonstrate your excellent customer care skills.	E	AF/I
2 Please give examples of how you would deal with customer queries, including examples of how you would handle a query from a customer with dietary requirements e.g. what ingredients are in the food you are serving.	E	AF/I
3 Describe your ability to work as part of team, giving details of a previous success where you achieved effective team working.	E	AF/I
4 Tell us about your basic knowledge of health and safety procedures.	E	AF/I
5 The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post	E	I
(d) Behaviours and Values		
1 Willing to approach the job at all times using the values set out in the Rochdale Way: <input type="checkbox"/> Valuing our people <input type="checkbox"/> Focusing on customers <input type="checkbox"/> Acting with integrity <input type="checkbox"/> Using time and money wisely <input type="checkbox"/> Working together <input type="checkbox"/> Always learning and improving Please confirm you are willing to adhere to these values and behaviours.	E	AF/I
(e) Armed Forces		
1 If applying as part of the Armed Forces Scheme: your last long term employer was the Armed Forces.	D	AF/I

2	If applying as part of the Armed Forces Scheme: you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I
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