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| |  | | --- | |  | | **Food and Beverage Assistant (casual)**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: Food and Beverage Assistant (Casual)  **Service Area: Events and Registrars**  **Directorate: Corporate and Support Services (CSS)**  **Team: Events and Registrars** | Salary Grade: Scale 2 |
| **Post Reports to: Line Manager**  **Post Responsible for: N/A** | |
| **Main Purpose of the Job:**  To provide food and beverage service and a high level of customer service to guests attending events across a portfolio of Venues managed by Stockport Council. | |
| **Summary of responsibilities and key areas:**  Assist in the delivery of Events across a portfolio of Venues managed by Stockport Council  Be fully aware of what is needed for the operational delivery of Events by regularly observing the weekly event function sheet  Attend training sessions and courses and to assist with the ‘on-the-job’ training of new staff, as required.  Have basic bar product knowledge in order to be able to upsell to customers wherever possible.  Check identification of customers to make sure they meet age requirements for purchase of alcohol.  Ensure the proper care and security of guest items along with the Venue’s equipment, stock, furniture and fixtures, reporting malfunction or theft to the Hospitality Supervisor, immediately.  Assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity, water, linen, and stationary, cleaning materials, china, glassware, silverware and other equipment.    Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene and fire prevention  Carry out any other reasonable duty to assist in the smooth running of the operational delivery of Events  Have basic knowledge of the hospitality Industry  Work flexibly according to the needs of the business (including evening and weekend work)  Comply with all Stockport Council’s policies and procedures | |
| **Job activities:**  Carry out food and beverage service to guests in a courteous and efficient manner. Including; Bar service, table service and regularly checking that guests are happy throughout service across all function rooms associated with the Event.  Uphold good housekeeping practices, ensuring a safe, clean, tidy and pleasant working environment.  Ensure that all food & beverage items served are recorded in an appropriate manner in order that guests may be charged, and to operate a cash bar as and when required.  Handle minor complaints in a professional and courteous manner and to provide appropriate solutions and immediately inform the Hospitality Supervisor/Event Coordinator of all cases.  Pour all drinks to the recommended legal standard (correct measure) in the appropriate glassware.  Notify the Hospitality Supervisor if you observe a particular item of stock is running low. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of working in a customer service role providing excellent customer service. | Essential |
| Experience of working flexibly to support teams, projects and activities. | Essential |
| Experience of working with an EPOS system. | Essential |
| Experience of cocktail making. | Desirable |
| Personal Licence holder. | Desirable |
| Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate. | Essential |
| Experience of food and beverage service within the hospitality industry. | Essential |
| Knowledge of food safety, Alcohol licencing and basic health & safety legislation. | Desirable |
| Ability to work with colleagues to achieve positive outcomes. | Essential |
| TO BE INCLUDED WHEN THE ROLE IS COVERED BY THE FLUENCY DUTY (SEE GUIDANCE ON ENGLISH LANGUAGE REQUIREMENT)  The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |