

Job Description



Role Profile	Upton Country Park Food & Beverage Assistant
Service/Team	Commercial Operations
Reports to	Upton Country Park Catering Officer
Responsible for	N/A
Number of posts	Multiple
Post number	105369, 105553, 110750 (MUL104)
Career Grade	C

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by providing a helpful and courteous catering service to visiting members of the public, ensuring high standards of food hygiene at all times and a welcoming experience to support the development of Upton Country Park as a leading visitors attraction.

Job Overview

To provide a warm, friendly and efficient food and beverage service to our visitors, ensuring excellent service standards are delivered and maintained at all times in line with our customer expectations. To process orders and consistently prepare and serve high quality food and drink in accordance with Food Safety and up to date Allergen requirements.

Key Responsibilities

1. Maintain point of sale operations, take payments, process orders and provide a welcoming customer-focused service in accordance with our visitor expectations.
2. Maintain the efficient and consistent preparation, presentation and serving of high-quality food and drink in accordance with Food Safety and implementing latest Allergen standards.
3. Wash, dry and restock crockery, cutlery and other equipment as necessary to support and maintain front and back of house activities.
4. Provide efficient table service to include delivery of products and cleaning of tables in accordance with the Food Safety Standards and visitor expectations.
5. Solve standard day to day problems as they arise and refer more complex queries to the Catering Supervisor in a timely manner to support a prompt effective service.
6. Maintain high levels of cleanliness throughout the kitchen and service area to include catering equipment, work surfaces, floors and walls including the removal and disposal of waste in accordance to the daily cleaning schedules.
7. To provide a high quality bar service at Upton House events and weddings as necessary, including bar equipment checks and restocking, particularly throughout busier summer seasons. Full training will be given.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

8. To assist with the Upton House event bookings by setting up catering requirements and supporting the Supervisors in planning ahead in accordance with the bookings calendar.
9. Maintain a high level of presentation on all products, adhering to use by dates and minimising waste by ensuring stock rotation.
10. Maintain a clean environment, including the removal and disposal of waste, to ensure compliance with all Food Safety and Health & Safety regulations.
11. Report any faulty equipment or concerns relating to Food Safety and Health & Safety Standards.
12. Assist in the unloading and storage of deliveries from suppliers and ensure thorough stock rotation.
13. Attend any training courses and/or activities relevant to the better performance of the role.
14. Build and develop positive relationships with customers, volunteers, stakeholders, and colleagues.
15. To work towards the Council's and Site's vision, objectives and values.
16. To undertake such other duties as may be required from time to time commensurate with the level of the post.

Specific Qualifications and Experience

- Level 2 Food Safety & Hygiene for Catering is desirable though not essential
- Experience of working in a catering environment
- Experience of communicating with customers and members of the public
- 3 GCSE certification qualification or equivalent in English and Maths

Personal Qualities & Attributes

- Confident communicator with excellent interpersonal skills and the ability to develop and sustain relationships with colleagues, visitors, and volunteers.
- Willing to problem-solve and show proactivity with a flexible 'can do' approach, and a readiness to work individually or in a team.
- Ability to work effectively under pressure, forward plan and prioritise tasks.
- Well organised and efficient with attention to detail.
- Friendly and approachable with strong commitment to customer care ensuring high levels of visitor satisfaction.
- Willing to wear a provided uniform.

Job Requirements

- Must be physically able to work practically for periods of time, lift heavy items, and clean thoroughly and efficiently
- Available to work regular weekends and occasional evenings, including Bank Holidays, as part of a 7-day duty rota.

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