**Operations Assistant – Queens Park Golf Course**

**Job Description**

Role Profile BCP Band B

Service/Team Commercial Operations – Leisure Services

Reports to Operations Team Leader – Queens Park Golf Course

Responsible for n/a

Number of posts 3 permanent plus casuals

Post number TBC

# My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring Queens Park, the Golf Course, Catering and associated facilities and grounds maintain and develop its offer as a leading golf and catering function.

**Job Overview**

* To serve food and drinks to customers, providing a helpful and courteous service, ensuring high standards of food hygiene at all times.
* To serve within the golf shop both for retail and golf bookings.

**Key responsibilities**

* Assist with the daily operations in the golf shop, serving customers, managing tee times and selling retail products.
* Comply with all operational health and safety policies on site.
* Maintain high levels of cleanliness and organisation throughout the service area to include catering equipment, work surfaces, tables, floors and walls in accordance with the daily cleaning schedules.
* To dispense food and beverages in the café and at functions ensuring quality of presentation and portion control in compliance with set procedures.
* Maintain a high level of presentation on all products, adhering to use by dates.
* Detail all wastage in accordance with the policy.
* Operation equipment safety, reporting any faulty equipment or concerns relating to manager.
* To understand and maintain awareness of the safe use of chemicals and cleaning agents in accordance with COSHH policy.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements.

**Specific Qualifications and Experience**

* Food Hygiene Level 2 certification (or equivalent)
* Knowledge of Food Hygiene Regulations, Health and Safety at Work
* Well-developed literacy and numeracy skills
* Competent working knowledge of Microsoft Office

**Personal Qualities and Attributes**

* Well organised
* Ability to work effectively
* Flexible and adaptable
* Motivated and committed about delivering a quality catering experience.
* Willingness to undertake training and development as necessary

**Job requirements**

* This role is an operational onsite role required to be based at Queens Park Golf Course
* As part of a 7-day operation, weekend and evening work is a requirement of this role

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