

## **JOB DESCRIPTION – Catering Assistant (Casual)**

### **NATIONAL COAL MINING MUSEUM FOR ENGLAND TRADING LIMITED**

**Reporting to:       Catering Supervisor**

#### **Purpose of Role:**

Catering Assistants are responsible for the front of house operation of the café and supplementary catering outlet including customer service and presentation standards.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Trust.

Working at weekends is required with this role.

#### **KEY RESPONSIBILITIES:**

1. Provide a high-quality front of house service including sales and presentation of the service and seating areas.
2. Provide high standards of customer care ensuring all visitors receive a warm welcome.
3. Maintain high standards of food hygiene and health and safety in accordance with key statutory provisions.
4. Be accountable for their own personal development and to keep up to date with museum and industrial heritage developments, education policies and developments both nationally and worldwide.
5. Take reasonable care for the health and safety of all staff, volunteers and of others who may be affected by their acts or omissions at work.

#### **PERSON SPECIFICATION:**

<b>Knowledge and Experience</b>
<ul style="list-style-type: none"><li>• Previous experience of working in a catering environment (desirable - but full training will be available)</li></ul>
<b>Skill and Abilities</b>
<ul style="list-style-type: none"><li>• Excellent customer service skills</li><li>• Good Team Player</li></ul>

The post-holder's duties must always be carried out in accordance with the Museum's Equal Opportunities Policy and other policies designed to protect employees or the Museum's users.

It is the duty of the post-holder not to act in a prejudicial manner towards the Museum's users or employees. The post-holder should also counteract such practice or behaviour by challenging it or reporting it.

<b>Agreed By</b>	Julie Elliott
<b>Date of Issue</b>	January 2024