

# NATIONAL COAL MINING MUSEUM FOR ENGLAND

## JOB DESCRIPTION

This position is employed by National Coal Mining Museum Trading Limited, a subsidiary dedicated to supporting the National Coal Mining Museum Trust Ltd. The principle activities of the Trading Company are the provision of catering and conference facilities, retailing gifts, souvenirs, and educational items associated with the mining industry.

Your post is designed to contribute to our Strategic Objectives

### 1. POST DETAILS

Title : Front of House Assistant

1.1. Location: NCMME, New Road, Overton, Wakefield

### 2. REPORTING TO:

- Catering Manager, or in their absence;
- Sous chef

### 3. SUPERVISORY RESPONSIBILITIES:

Nil

### 4. OVERALL PURPOSE OF POST:

To support catering provision by taking orders, serving food and drinks, assisting with basic food preparation, and maintaining cleanliness. The role includes collaborating with the team during events, operating the bar, and ensuring a high-quality customer experience. To support visitor welcome and retail/ticket sales as required.

### 5. SPECIFIC TASK AREAS:

#### 5.1. General Duties:

- Greet customers warmly and provide excellent customer service.
- Take customer orders, serve food and drinks efficiently, and provide information about menu items, including daily specials, while upselling where appropriate.
- Handle customer payments accurately using the correct systems and processes.
- Assist with basic food preparation and kitchen tasks as needed, ensuring food safety and hygiene standards are met.
- Maintain cleanliness and organisation of front-of-house and back-of-house areas, including tables, service stations, and catering equipment.

- Work collaboratively with catering staff to ensure smooth service during busy periods.
- Handle customer enquiries and resolve complaints professionally to ensure a high-quality customer experience.
- Assist the commercial team in delivering catering services for conferencing, wedding receptions and special events.
- Operate the bar as required, ensuring the responsible service of alcohol and maintaining high service standards.
- Assist in setting up and running catering pop-ups at events, adapting to different service environments.
- Work in the secondary on-site catering outlet as needed, ensuring consistency in service quality across all catering operations.
- Support visitor welcome and retail/ticket sales as required.

#### 5.2. Other Duties:

- Undertake other duties at a comparable level of responsibility when required.

#### 5.3. Special Features:

- Regular weekend and bank holiday work required, with occasional evenings.

### 6. PERSONAL CONTACT:

#### 6.1. Internal:

- All members of the Museum staff and volunteers
- Trading Company Directors
- Museum Trustees

#### 6.2. External:

- Members of the public.
- Clients
- A range of external stakeholders

### 7. PERSON SPECIFICATION

Criteria	HOW IDENTIFIED
<b>Qualifications/Training</b>	
Desirable: A basic food hygiene certificate is desirable; training will be provided if necessary.	A
<b>Experience</b>	

Criteria	HOW IDENTIFIED
Desirable: <ul style="list-style-type: none"> <li>• Experience in basic food preparation.</li> <li>• Experience of providing high quality customer service</li> <li>• Experience working in a café, restaurant, or bar is beneficial but not essential.</li> </ul>	A/I
<b>Skills/Knowledge</b>	
Essential: <ul style="list-style-type: none"> <li>• Strong interpersonal skills and the ability to work well within a team.</li> </ul>	A/I
<b>Personal Qualities</b>	
Essential: <ul style="list-style-type: none"> <li>• A positive attitude, commitment to excellent customer service, and teamwork.</li> <li>• Willing to undertake any additional training as required by the role.</li> </ul>	A/I

Key:

A      Application form  
I      Interview

## 8. HEALTH AND SAFETY:

8.1. In accordance with sections 7 and 8 of the 1974 Health and Safety at Work Act ensure the health and safety of all staff and resources within the post-holder's area of responsibility, i.e. delegated responsibility in relation to the post-holder's duties and personal responsibilities.

8.2. In addition, the Management of the Health and Safety at Work Regulations 1992 detail the following:

- Employees must inform their employer or supervisor of any work situation that might present a serious and imminent danger to health and safety.
- Employees must inform their employer or supervisor of any shortcomings in the health and safety arrangements, even when no danger exists.

## 9. EQUAL OPPORTUNITIES:

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

9.2. 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.