



JOB DESCRIPTION

Job Title: Front of House Assistant

Post Reference No: WA03

Reports to: Assistant Manager, The Weld Arms

Grade/Salary: £12 per hour

Hours: 3 days per week including one weekday, every Sunday and then alternative Fridays or Saturdays with hours between 10:00am and 11:30pm. Additional hours may be required during busy periods to include Bank/Public Holidays.

Status: Seasonal

The Weld Arms is a 17th century coaching inn, championing high-quality, seasonal produce, nestled in the picturesque village of East Lulworth, just a short stroll from Lulworth Castle.

Joining us as a Front of House team member, we are looking for staff with great personalities and a flair for hospitality. Previous experience within a fast paced, high end food offering is desirable.

Applicants should be a team player, should have strong communication skills along with a positive, can-do attitude. The role involves the serving of alcohol; therefore, all applicants must be aged 18 or over.

Main Tasks and Duties:

- Working within the bar and restaurant, interacting with customers, serving behind the bar and assisting with the delivery of food and drink.
- Completing customer bookings on our diary software and facilitating online bookings.
- Managing floats and cash handling, operating an EPOS system till.
- Keeping the premises and outside areas clean and tidy at all times including wiping down tables, sweeping, emptying bins and general cleaning as required.
- Observing good food and personal hygiene when serving food and drinks, ensuring that company Health and Safety procedures are followed at all times.
- Reporting any damage and/or breakages and issues with normal daily service promptly to the Food and Beverages Manager or Front of House Supervisor.
- Accepting and checking deliveries, monitoring stock control and replenishment.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This may include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.

- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures where appropriate.
- To undertake an appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • Due to the remote location of this position, a full driving licence or the ability to reliably commute is essential. 	
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Knowledge or experience of a customer service environment. 	<ul style="list-style-type: none"> • Previous experience working in a front of house role within a similar environment.
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • The ability to work well in a fast paced environment. • The ability to handle multiple tasks simultaneously. • Strong attention to detail and cleanliness. • The ability to work both independently and as part of a team. • Good physical strength and stamina. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Excellent timekeeping. • Excellent communication and interpersonal skills. • A strong work ethic, taking pride in delivering excellent service. • A positive, can-do attitude. 	
Other	<ul style="list-style-type: none"> • Flexibility to work weekdays, evenings, weekends, and 	

	Bank/Public Holidays when needed as well as covering any unforeseen rota changes.	
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Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, ‘can-do’ attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities

Terms and Conditions:

- This is a seasonal appointment until September 2024.
- The Contract of Employment will be based on the provisions of the Weld 1994 Settlement.
- The salary for this post will be £12 per hour.
- 3 days per week including one weekday, every Sunday and then alternative Fridays or Saturdays with hours between 10:00am and 11:30pm. Additional hours may be required during busy periods to include Bank/Public Holidays.
- The annual leave entitlement will accumulate on a monthly basis pro rated to the hours you work each month based on 28 days (5.6 weeks) entitlement inclusive of public and Bank Holidays, to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 1 month Probationary Period with a review after 2 weeks.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must send their completed Application Form to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications: TBC

Proposed Interview Date: TBC

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Front of House Assistant **at the Lulworth Estate.**

Signed:

Print Name (Block capitals):

Date: