



## **JOB DESCRIPTION**

**Job Title:** Front of House Assistant

**Post Reference No:** DD05

**Reports to:** Food and Beverages Manager, Front of House Supervisor

**Grade/Salary:** £12 per hour

**Hours:** Full time and part time hours available on a rota basis with additional shifts during busy months to meet business needs. Working days will include weekdays, weekends and Bank/Public Holidays

**Status:** Seasonal until 2<sup>nd</sup> January 2026

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The Lulworth Estate are looking for dynamic, enthusiastic and customer focused individuals to join our Front of House team at our popular Man O' War Bar and Restaurant. If you're a natural team player with excellent communication skills and a positive, can-do attitude, this is your chance to shine!

Located within our thriving holiday park overlooking the iconic Durdle Door World Heritage Site, our aim is to offer impeccable hospitality and all-day-dining that reflects the soul of the location.

So, whether our customers are looking for a coffee and quick snack, family lunch, or delicious dinner, you will play a key part in delivering exceptional experiences to our guests.

What's in it for you? Flexibility, stability, and the chance to be part of a team that values your contributions. Whether you are balancing other commitments or seeking a role with extra earning potential, this is the perfect opportunity to make a difference and grow with us.

Whilst experience in a fast paced, high-end food and beverage environment is a bonus, what we value most is your energy, passion, and commitment to great service.

### **Main Tasks and Duties:**

- Provide exceptional customer service by engaging with guests in the bar and restaurant, serving drinks, and assisting with the delivery of food and drink
- Manage customer bookings using diary software and oversee online booking systems.
- Perform cash handling duties, including managing floats and efficiently operating an EPOS till system.
- Always ensure a high standard of cleanliness and tidiness throughout the pub and restaurant 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.
- Provide cover or assistance where needed in other hospitality outlets throughout the estate.

**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:**

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

	<ul style="list-style-type: none"> <li>• <b>A strong work ethic, taking pride in delivering excellent service.</b></li> <li>• <b>A positive, can-do attitude.</b></li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• <b>Flexibility to work weekdays, evenings, weekends, and Bank/Public Holidays when needed as well as covering any unforeseen rota changes.</b></li> </ul>	

**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 January 2026.
- 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.
- 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 3 month Probationary Period with a review after 1, 2 and 3 months.
- 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](mailto: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](mailto: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](mailto: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:** .....