



## **JOB DESCRIPTION**

**Job Title:** Front of House Assistant

**Post Reference No:** BSC01

**Reports to:** Boat Shed Supervisor, Hospitality Operations Manager

**Grade/Salary:** £12.36 per hour for 18+.

**Hours:** Flexibility to meet business needs. On a rota covering 8am until 9pm and will include weekdays, weekends and Bank/Public Holidays.

**Status:** Temporary contract until September.

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The Lulworth Estate has an exciting seasonal position for a Front of House Assistant to join our Hospitality team at The Boat Shed Café in Lulworth Cove.

Your duties will include serving light meals, snacks, teas and refreshments and we are looking for staff with a great attitude and a passion for customer service.

Some previous experience working in front of house within a similar environment is desirable but not essential.

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

- Providing a high standard of customer service at all times, assisting customers with the order and purchase of hot and cold refreshments, ice creams and drinks.
- Keeping the premises and outside areas clean and tidy at all times including wiping down tables, sweeping, emptying bins and general cleaning as required.
- Cash handling and operating an EPOS system till.
- Cashing up correctly at the end of each shift if required, ensuring the necessary report and receipts are included.
- Observing good food and personal hygiene when serving food, ensuring food storage and food equipment is maintained to a high standard of cleanliness and all hygiene and fridge/hot food temperature records are kept.
- Reporting any damage and/or breakages and issues with normal daily service promptly to the Boat Shed Supervisor.
- Assisting in carrying out stock control and replenishment.
- Assisting with food preparation, as and when required.
- Provide cover or assistance when 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 will 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.
- 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
<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 temporary appointment until September 2025.
- The Contract of Employment will be based on the provisions of the Weld Estate A Fund.
- The salary for this post will be £12.36 per hour for those aged 18+.
- Working Hours will be on a rota basis between 8:00am and 9:00pm and will include weekdays, weekends and 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](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:** .....