



NATIONAL MEMORIAL ARBORETUM

Job Title Food Services Assistant

Reporting To Assistant Food Services Manager/Events Supervisor

Role Purpose:

To work as part of the Food Services Team to deliver high standards of customer service, food quality, cleanliness and presentation standards as laid out in the Food Service strategy. To work in all areas of the Food Services department, including the Restaurant, Coffee Shop, Aspects Events Centre and 'pop up' catering as required.

Support all areas of activity in the 380 cover Restaurant, Coffee Shop and Aspects Events Centre to supply: visitor catering across multiple outlets including self-serve restaurant, table waited functions room up to 500, coffee shop, 'pop up' Foodservice outlets within the grounds of the Arboretum and hospitality.

Key Responsibilities:

- To work as part of the Food Services Team to carry out preparation, presentation, service and cleaning duties within dining areas as directed by the Assistant Foodservice Manager and other members of the Food Services Department Management Team.
- To work in all areas of activity within the catering department, including the Restaurant, Coffee Shop, Aspects Events Centre and 'pop up' outlets.
- To ensure the prompt and friendly service of all meals, snacks and beverages.
- To ensure that food is presented to the highest standards as laid out in the Foodservice Strategy.
- To actively sell food and beverage to visitors and to take part in sales initiatives and promotions as required.
- To adhere to statutory regulations and NMA's policies on food safety and health and safety within all catering areas.
- To actively contribute in the cleaning of the service and eating areas throughout each service time, and at the end of each day.
- To undertake all aspects of keeping storage areas clean, tidy, and in chronological order at all times.
- To report any customer complaints and/or compliments.
- To undertake training as required and taking positive steps to keep abreast of current catering practices.
- Ensure that stock and cash is secure at all times and that all transactions are handled in accordance with NMA policy and procedure



- Flexibility to work weekends and evenings

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

GENERAL

- To work in accordance with The Royal British Legion’s shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant legislation, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018.
- It is clear that due to the nature of the work of the Legion, the post holder may have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised personnel.
- To implement the Equal Opportunities Policy into your daily activities. Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. All employees are required to work in accordance with the Equality Act (2010).

PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	HOW TO BE MEASURED
QUALIFICATIONS		
Good standard of general education	D	Application/Certificate
Basic Food Hygiene training	D	Application/Certificate
Basic First Aid training	D	Application/Certificate
Moving & Handling training	D	Application/Certificate
KNOWLEDGE & EXPERIENCE		
Significant experience working in similar role in a similar	E	Application/Interview



industry		
Awareness of Health and Safety procedures and regulations	E	Application/Assessment
Knowledge and experience of supply or stock control	D	Interview/Application
SHARED VALUES AND BEHAVIOURS		
<p>Service We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p> <p>Collaboration We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.</p> <p>Passion We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p> <p>Excellence We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.</p> <p>Valuing our People We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
SKILLS & ATTRIBUTES		
Effective interpersonal skills – able to engage effectively with a range of audiences	E	Interview
Understanding of Arboretum mission and values	E	Interview