



North
Northamptonshire
Council



Job description

Details of the job

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| Post title: | Catering Assistant |
| Salary grade: | £25,119 - £25,545 |
| Hours: | 37 Hours per week (Including weekend working) |
| Location: | Chester House Estate, Wellingborough |
| Reports to: | Catering Lead / General Manager |
| Service area: | Culture, Tourism and Heritage |

In September 2022, North Northamptonshire Council developed a new service 'Culture, Tourism and Heritage'. This new service has brought together departments across the council including Tourism delivery, theatres, events and heritage assets which now all sit within the Communities and Wellbeing Directorate.

North Northamptonshire Council has the vision:

'To create a new sustainable, efficient, and engaging heritage, cultural and tourism service that will shine a light on the outstanding assets we have within North Northamptonshire, whilst protecting and preserving heritage for future generations. Working with partners, we aim to improve and increase the tourism economy by developing infrastructure and introducing pioneering marketing strategies to attract inward investment and visitors.'

The Culture, Tourism and Heritage Service includes the following areas:

- The Chester House Estate (CHE)
- Corby Heritage Centre
- Cornerstone
- Northamptonshire Archaeological Resource Centre (ARC)
- North Northamptonshire Council Events
- Discover North Northamptonshire Hub
- Destination Nene Valley (DNV)
- The Greenway Project
- Theatre Contracts for the Corby Core Theatre, The Lighthouse Theatre and The Castle Theatre.

- Visitor Attraction / Park contracts for Stanwick Lakes, Twywell Hill and Dales
- Cultural, Heritage and Tourism Partnerships including with Made with Many, Love Corby, The Northamptonshire Heritage Forum, Northamptonshire Surprise, Rockingham Forest Trust and The Nene Rivers Trust.

The Chester House Estate is a £14.5m restoration project funded by North Northamptonshire Council and The National Lottery Heritage Fund. Open since the summer of 2021, the site is a popular visitor attraction, educational facility and archaeological archiving centre. Our educational programmes focus on farming, sustainability, history, geography, archaeology and farm business diversification.

We wish to make the Chester House Estate somewhere that people want to come; a place that through education, learning and enjoyment adds value to their lives, and helps them to appreciate Northamptonshire's outstanding heritage. We will deliver a quality, unique and sustainable educational offering. We will champion accessible education for all ages and communities, our mission is to give the opportunity to engage with the Chester House Estate's past, present and future.

Our catering offering consists of a large (70 capacity) café/restaurant in our 17th Century Grade II* Farmhouse opening for breakfast, lunch, occasional evening and private functions. The catering offering also includes an outdoor ice cream, drinks and hot food bar area. We also cater as a 100+ wedding venue.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the estate. In addition, all employees are expected to adhere to the organisations commitment to providing a safe and positive working environment for all

Overall purpose of the post

The key aims for this post are:

This position offers a prime opportunity for someone eager to advance and flourish within the catering and hospitality industry. As a key member of the team, you will lead and supervise the visitor experience team, ensuring exceptional customer service and satisfaction across all catering areas. Your role will be crucial in maintaining a high standard of service, where customer experience and satisfaction are prioritised.

You will take charge of the overall cleanliness and organisation of the café, ensuring it provides a welcoming environment for all customers. This responsibility includes supporting the Catering Leads and chefs in preparing dishes for daily sales and events, managing food ordering and inventory and ensuring that all kitchen and dining equipment is clean and well-maintained. Your attention to detail will contribute significantly to the smooth operation of the café.

In addition to your supervisory duties, you will play a hands-on role in the Front of House area, assisting with serving customers, operating tills and maintaining public spaces within the buildings and wider estate. Your friendly and informative demeanor will enhance the visitor experience as you share your knowledge and enthusiasm for The Chester House Estate and its history. You will also be responsible for addressing any visitor queries, ensuring their safety and security, and adhering to all health and safety procedures.

Through continuous training and support, you will foster a culture of excellence within your team. Your ability to use initiative to solve problems and provide assistance at any point during a visitor's experience will be key to ensuring they have the best possible visit to the Chester House Estate. This role requires flexibility, dedication, and a proactive approach to perform ad hoc duties as necessary, making you an indispensable part of the catering team.

Main Duties and Responsibilities

This is an ideal opportunity for someone who is keen to develop and grow in catering and hospitality. You will be required to:

- Lead and supervise the visitor experience team, ensuring exceptional customer service and satisfaction throughout the catering areas.
- Take responsibility for the overall cleanliness and organisation of the café, ensuring a welcoming environment for all customers.
- To support the Catering Leads / Cheds, with preparation of dishes for both daily sales and functions/events.
- Support the chefs in the kitchen with various tasks, including preparing dishes, maintaining cleanliness, and assisting with pot washing.
- Manage food ordering and inventory to ensure the kitchen is well-stocked and prepared for daily operations.
- Ensure all pots, pans, cutlery, plates, cooking equipment, and workbenches are clean and in order at all times.
- Provide training and support to team members as required, fostering a culture of continuous improvement and excellence.
- Assist with serving customers and perform other Front of House duties, including housekeeping, to maintain a high standard of service.
- Take charge of the Front of House area, ensuring customers have an enjoyable experience and want to return.
- Attend and actively participate in required training sessions to stay updated with best practices and standards.
- Be friendly and informative, sharing your knowledge and enthusiasm of The Chester House Estate and its history with every visitor.
- Answer any questions that visitors have about the site where appropriate.
- Operate the tills in the Farmhouse Kitchen and Bar Areas.
- Help serve and clear tables within the Farmhouse Kitchen and other catering areas across the site.
- Maintain the appearance of public spaces within the buildings and wider estate, including regular cleaning such as toilets and sinks.
- Ensure vigilance with regard to the safety and security of our site and visitors.
- Adhere to all health and safety and operational procedures of the site.
- Understand and implement the fire evacuation procedure with primary regard to visitor and personal safety.
- Undergo any necessary training to perform your role effectively.
- Use initiative to solve problems that may arise and escalate where appropriate.
- Provide assistance to visitors at any point during their visit to ensure they have the best experience at the Chester House Estate.
- Perform ad hoc duties when necessary.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

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PERSON SPECIFICATION

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|---------------|---------------------------------|
| Post Title: | Catering Assistant |
| Grade | |
| Service Area: | Catering Lead / General Manager |

| ATTRIBUTES | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
|-------------------------------------|---|--|
| Education and Qualifications | 3 GCSEs at C or above (Including English and Maths) | Level 2 food hygiene certificate First aid trained. |
| Experience and Knowledge | Basic knowledge of cooking techniques and methods. Knowledge of hygiene & safety and allergen standards within the kitchen area. | Appreciation and understanding of the importance of the historic environment. EPOS and cash handling experience Previous experience within catering preferred. |

| ATTRIBUTES | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
|----------------------------|---|--------------------|
| Ability and Skills | <p>Excellent face-to-face communications skills for building and maintaining good customer and staff relations</p> <p>Outstanding team player who is able to work effectively even when things get busy and remain calm under pressure.</p> <p>Ability to use kitchen equipment once trained to do so.</p> <p>Ability to handle number of tasks simultaneously.</p> | ICT Skills |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs | |