



Bude-Stratton Town Council

Job Description: Castle Assistant

Salary: Scale Points 7-12 (currently £15,115 - £16,123) pro rata

Annual leave: 21 days per annum (pro rata), rising to 25 days per annum (pro rata) after 5 years' service, + 2 concessionary days + statutory holidays - flexibility required during the busiest parts of the summer

Place of work: The Castle, Bude or any other location as required

Responsible to: The Café Supervisor

Main tasks:

- To interact in a helpful and positive manner with all visitors and customers to the Castle and to be at all times polite and courteous when dealing with members of the public and people using the premises and grounds
- To take every opportunity to promote a favourable image to all users of the building
- Ensure standards of quality, customer service, health and safety, fire safety and hygiene are met
- In the absence of the Café Supervisor, the reconciliation of cash receipts and ensuring that cash is securely stored (as directed) prior to securing the café/shop area
- To ensure that the café/shop are at all times clean and tidy and other areas of the Castle as required
- To serve food and drinks as directed and to present food attractively
- To serve customers (café/shop and other areas) in a timely, polite and courteous manner
- Cash handling and credit/debit card transactions
- To receive and store deliveries of food and stock as directed and trained
- To carry out cleaning duties such as tables, tableware and kitchen equipment striving for absolute cleanliness in the customer and kitchen areas
- To be constantly vigilant against all types of stock loss, i.e. waste, theft and breakage
- To maintain a high level of personal hygiene and appearance
- To ensure that shelf stock is priced and kept to a maximum level and that the quality of the displays are of a high standard
- To respond helpfully to initial wedding/civil ceremony and exhibition/gallery enquiries by directing enquires to the Wedding, Galleries and Events Co-ordinator or Castle Manager
- To undertake relevant training as and when necessary

- In the absence of the Café Supervisor or Castle Manager responding to customer complaints and comments in a positive, calm and helpful manner
- Respond to general enquiries about the centre and local history; where necessary informing customers about the archives/completing an enquiry form or directing the enquirer appropriately to the person or organisation able to deal with their enquiry
- To be familiar with the local area and local history and actively promote it to visitors by using own initiative to learn, read and research more information
- To provide additional cover when other café/shop staff are on leave, sick or attending training courses, for which additional remuneration will be paid at the appropriate rate
- In the absence of the Café Supervisor, Castle Manager, Wedding, Galleries and Events Co-ordinator, Heritage Development Officer and/or cleaner/caretaker to ensure the building is secured, including the windows, and alarms are set and working prior to leaving the premises
- Working with the Café Supervisor to identify and work towards continuous skills competency and professional development
- To ensure that your individual holiday and time sheets are kept up to date and submitted to the Café Supervisor in a timely manner or when requested
- Actively support the Council's Dignity at Work policy to assist in eliminating discrimination and in maintaining a fair, positive and productive working environment, to meet statutory obligations and good employment practice.
- To carry out all duties in accordance with the Town Councils Equal Opportunities Policy. It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards members of staff, visitor or members of the public. The post holder should also counteract such practice or behaviour by challenging or reporting it to their line manager
- To carry out all duties being mindful of the Town Councils obligations under the Disability Discrimination Act 1998
- To carry out all duties being mindful of the Town Councils obligations under the 'Every Child Matters' legislation and the Town Councils Child Protection Policy
- To work as part of a multi-disciplinary team, but also have the ability to take responsibility and work on own initiative
- As and when required by the Café Supervisor, Castle Manager, Town Clerk or Council, to undertake other duties of a reasonable nature commensurate with the post. The role is responsible to the Café Supervisor, however this may vary dependant on sickness, annual leave or operation circumstances.
- Attend to the health and safety of self, other people and resources whilst at work and cooperate with colleagues to comply with the Health and Safety at Work Act 1974
- To carry out all duties in accordance with Bude-Stratton Town Council's adopted policies
- The post holder may be subject to a Disclosure and Barring service (formerly CRB) check

Please note: This appointment is subject to a 6 month probationary period

Person Specification – Castle Assistant

<u>Specification</u>	<u>Essential</u>	<u>Desirable</u>
<u>Qualifications:</u>		
Educated to GCSE level		X
Health and Safety		X
Basic Food Hygiene (or be willing to obtain)	X	
<u>Knowledge and Skills:</u>		
Health and Safety Awareness	X	
Security awareness	X	
Good IT skills		X
<u>Work Experience:</u>		
Previous experience of working in a café environment	X	
Previous experience of customer service/dealing with customers face to face	X	
Previous experience of cash handling	X	
<u>Behaviours and characteristics:</u>		
Meticulous and proactive approach to work	X	
Good time management and prioritising skills	X	
A 'service driven' and 'can do' attitude	X	
Team player	X	
Good communicator	X	
Good local area knowledge		X
Ability to work flexible hours including evenings and weekends	X	