

**GREAT AYCLIFFE TOWN COUNCIL
OAK LEAF SPORTS COMPLEX**

JOB DESCRIPTION

Job Title:	Bar and Catering Assistant
Responsible to:	Leisure Manager/Duty Manager
Salary:	Salary Band 1 (i) Scale Point 3 - 5 (Bar at SCP 3)

Job Purpose

To assist in the provision of an effective and high bar and catering service at the Council's Oak Leaf Sports Complex or at such other premises owned by the Council at which such services are provided in line with the relevant Council policies and procedures.

Main Duties and Responsibilities

1. To provide high quality bar services and assist with the catering area as required if the bar workload is of a light nature.
2. Provide excellent customer service. Dealing effectively with customers and staff by being flexible in accommodating their needs and prioritise tasks effectively without the need for supervision.
3. To operate computerised tills accurately, take appropriate payments from customers, follow the correct procedures for all transactions and give correct change.
4. To operate PDQ machines and process card payments in accordance with payment card industry data security standards.
5. To be fully conversant with the range of bar and catering equipment and how it operates, including basic cellar operation, as shown by the Duty Manager.
6. Be fully conversant with the rules for the bar area.
7. To be fully conversant with the range of goods, menus and their prices and where appropriate, the quantities in which they are sold.
8. Inform the Duty Manager of any problems in the bar or catering area which require attention.
9. To ensure that designated areas are cleaned as instructed by the Duty Manager.
10. Take meal orders; serve to the relevant table when notified they are ready for serving by catering staff and clear tables. Refresh cutlery trays.
11. Monitor customers in the bar and deal with any issues that are showing signs of trouble. If required call the Duty Manager for guidance and/or support.
12. Be willing to deliver the quiz, if necessary.

Equipment and stock

13. Maintain stock control and rotation, record movement and wastage of stock as per policies and procedures.

Health & Safety

14. To fulfil the post holder's duties as set out in the Council's Health and Safety Policies.
15. To be responsible for your own health and safety.
16. To co-operate with the Town Clerk and other managers, so far as necessary, to enable compliance with and fulfil the requirements of the Council's health and safety rules and legislative requirements.
17. Ensure a safe working environment for yourself, members of your team, members of the public and others who may be affected by your team's activities.

General

18. To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post thereby ensuring an effective service is maintained.
19. To provide mentoring and training to new and current staff.
20. Adhere to the staff rota and cover vacant shifts as requested.
21. To adhere to all Council policies and procedures.
22. To undertake such other duties, commensurate with the grade and responsibilities, as may be required from time to time by the Leisure Manager or Duty Manager.
23. Participate in team meetings and contribute ideas, etc. where possible.
24. Be aware of all the requirements under the General Data Protection Regulations ensuring that any personal data is stored securely, not shared and not kept any longer than necessary.
25. Maintain confidentiality at all times.
26. To undertake an annual appraisal.
27. Report any damage or maintenance problems discovered as a result of carrying out designated duties.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or the level of responsibility or grade.