



Food & Beverage Assistant Part Time

Overall purpose of the Job

Reporting to the **Food & Beverage Manager**, the postholder will assist with the delivery our ever-growing events program, including working busy concert bars and fine dining events along with our daily offering.

This role will require regular evening and weekend work.

Key responsibilities will include:

- Champion new ways of working within Food & Beverage (F&B) through an open mindset and positive attitude
- Maximise revenue generation through active selling, great service, and managing costs to agreed performance indicators
- Understand how Chester Cathedral operates, its vision, mission, and objectives, it's future and the role they play
- Serve our customers efficiently, delivering great service at all F&B touch points
- Deliver 'aspirational' standards through presentation standards, availability and keeping the F&B areas clean and tidy
- Share customer and colleague feedback to help us do things better
- Share knowledge and experience with colleagues to support others in building skill and confidence
- Know the weekly sales targets, priorities, appropriate promotions & selling opportunities
- Have great product knowledge to sell and recommend our products and services
- Proactively engage with customers to understand their needs and make recommendations
- Understand the Cathedral priorities and their part to play
- Complete tasks with pace and in line with Standard operating procedures
- Minimise cost and waste through good process practice
- Follow safe and legal working practices
- Support in other areas of the Cathedral as required

Capabilities and Skills

The ideal candidate will be able to demonstrate

- Ability to work evenings and weekends
- Committed to delivering excellent work fast with great attention to detail
- Open to and acts on feedback
- Takes accountability for planning and managing own work efficiently to ensure objectives are met
- Effective at communicating their intentions to others; ensures verbal and written communication is clear and simple
- A confident systems user, able to use FOH and BOH systems effectively
- Copes well with change and work challenges and recovers quickly from its impact
- Builds positive relationships by being a good listener and getting to know people by establishing a connection

Supervision and support can be offered to those in their early career who are wanting to learn and develop their skills, or this could be an interesting and fulfilling role for those looking for a change in their career path.

Learning and Safeguarding

You will be willing to:

- Participate in all relevant training offered by the Cathedral and remain up to date with best practice and new initiatives
- Complete all required safeguarding training
- Attend training courses and meetings as required, staying informed of legislative changes and opportunities for personal development.
- All employees and volunteers must complete basic safeguarding and Action Counter Terrorism training

Supervision and support can be offered to those in their early career who are wanting to learn and develop their skills, or this could be an interesting and fulfilling role for those looking for a change in their career path.

Culture

Chester Cathedral is a place for everyone. We aspire to welcome and reflect the diverse community we serve, building a culture rooted in **Love, Grace, and Welcome**. We aim to create an environment where staff are empowered, engaged, and able to contribute to the Cathedral's growth and evolution.

We are committed to **equality, diversity, and inclusion** for all staff and volunteers. We celebrate difference and encourage everyone to be themselves at work.

The safety and care of all who come into contact with the Cathedral is central to our values. The protection of young people and adults at risk is integral to everything we do and is a priority for all roles within the Cathedral.

We follow safer recruitment practices. All staff and volunteers must complete mandatory safeguarding training, with enhanced DBS checks required for those working with children and/or adults at risk.

Working Pattern

This is a **part time** role.

Hours: 20 hours per week, including regular evening and weekend work.

Please note that this role will require some occasional heavy lifting e.g. events

Remuneration

- **Salary:** £13.45 per hour
- **Holidays:** 28 days including bank holidays (pro rata for part time)
- **Birthday leave:** Have your birthday off on us
- **Pension:** 5% matched contribution plus an additional 5% non-contributory

This job description does not form part of your contract of employment.

