**YMCA Derbyshire**

**JOB DESCRIPTION**

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| **Job Title:** | **Hospitality Assistant 20 Hours per week** |

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| **Salary:** | **£7800 per annum** |  |

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| **Section A:** | **Basic Objectives of the Post**  |

* To support the Hospitality function with providing a quality service to customers
* To assist in food preparation as requested by the manager/coordinator
* To assist front of house as requested by manager/coordinator
* To ensure all areas and equipment is cleaned and maintained in line with Hospitality requirements
* To maintain a high level of customer service to conference rooms
* To ensure that customers needs are met at all times
* To develop and maintain good working relationships with new customers
* Ensure all paperwork is kept up to date in line with legislation
* To respect and uphold the aims and values of the YMCA

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| **Section B** | **Responsible to** |

Training and Education Manager

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| **Section C** | **Responsible for**  |

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| **Section D** | **Duties & Responsibilities**  |

1. **To assist both back of house and front of house functions to provide a service to YMCA customers in compliance with health and safety and Food Safety laws and to assist in the preparation and service of other catering functions as and when required; this will include:-**
2. To support the manager / chef / hospitality coordinator with providing a quality service to customers
3. To assist in food preparation as requested by the manager /cook
4. To assist front of house as requested by manager / coordinator
5. To ensure all equipment is cleaned, maintained and stored securely.
6. To ensure that all health, hygiene and safety legislation is complied with.
7. To oversee the preparation of buffet service as and when required.
8. Participate in personal training and development opportunities to ensure professional competence is maintained.
9. To carry out any other tasks commensurate with the post
10. **This is not an exhaustive list of duties and the post holder may be required to undertake other reasonable duties commensurate with the post, to meet the needs of the organisation.**

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| **Section E** | **Functional links** |

To develop good working relationships within the YMCA; across all departments and centres

It is also essential to establish and maintain appropriate working links with all professional colleagues and organisations in the field. This will include:-

* Head of Training and Education
* Hospitality Coordinator
* Learners
* Volunteers

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| **Section F** | **Any additional information** |

Flexibility is required as may be asked to work at different sites in Derby.

Hours of Work:- TBC

Employees of YMCA Derbyshire will be required to work within the remit of all organisational policies and procedures and any relevant legislation

**YMCA Derbyshire**

**CORE COMPETENCIES**

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| **Job Title:** | Hospitality Assistant |

YMCA Derbyshire has a **Competency Framework** which identifies the core behaviours the organisation wishes to develop and engender as part of the culture. The Competencies relevant to this role and the level of competence required are highlighted below. Essential competency requirements for this role are highlighted in the person specification and all applicants will be expected to evidence how they meet these through their application and supporting statement.

**Customer Focus** is about consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations

Level 1 indicators of effective performance

* Treats all customers with courtesy and respect
* Listens actively in order to understand customers’ needs
* Resolves customer enquiries promptly
* Is willing to go that extra mile
* Delivers what is promised
* Keeps customers informed
* Aims to exceed customer expectations

**Team-working** is about using interpersonal skills to work co-operatively and enthusiastically with others in own team and with a diverse range of people (internal/external) to share knowledge and skills to deliver shared goals.

Level 1 indicators of effective performance

* Co-operates with others
* Asks colleagues for help when needed
* Puts in extra effort to share the load willingly
* Shares relevant information openly with colleagues within and outside of own team
* Makes self available when needed

**Communicating and Influencing** is about presenting information and ideas clearly and effectively to a diverse range of people ensuring the message is understood and negotiating and persuading to achieve the best possible outcome.

Level 1 indicators of effective performance

* Represents self and team positively within the organisation
* Speaks and writes clearly and succinctly using appropriate language that is easy to understand
* Thinks about what information is needed and provides it
* Listens carefully and summarises to check understanding
* Presents and passes on information promptly

**Planning & Organising** is about thinking ahead, managing priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard

Level 1 indicators of effective performance

* Works methodically to meet deadlines
* Sets priorities for the day
* Takes responsibility for quality and delivery of work
* Plans ahead particularly when working with others
* Distinguishes between important and urgent tasks

**Managing & Developing Performance** is about setting high standards for oneself and others, guiding, motivating and developing them to achieve high performance and meet the organisations’ objectives and statutory obligations

Level 1 indicators of effective performance

* Keeps up to date with new processes and information in own role
* Takes a methodical and consistent approach to completing work in line with personal objectives
* Seeks clarity on objectives, ensuring a good understanding of expectations & measures of success
* Demonstrates high standards of delivery in own area of work

**Decision Making** is about forming sound, evidence based judgements, making choices, assessing risks to delivery and taking accountability for results

Level 1 indicators of effective performance

* Takes personal responsibility for own decisions
* Identifies and uses relevant information to make decisions
* Makes straightforward decisions to progress own work
* Understands which decisions are within own area of responsibility and which to pass to others
* Asks others for input, recognising the benefit of more than one perspective

**Responding to Pressure and Change** is aboutbeing flexible and adapting positively, to sustain performance when the situation changes, workload increases and priorities shift.

Level 1 indicators of effective performance

* Responds flexibly to changing circumstances
* Stays calm in pressurised and demanding situations
* Recognises when unable to cope and asks others to help
* Demonstrates openness to changing work priorities and deadlines
* Learns from mistakes
* Maintains personal well-being and achieves a balance between work and home life

**YMCA Derbyshire**

**PERSON SPECIFICATION**

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| **Job Title:** | Hospitality Assistant |

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| **TECHNICAL REQUIREMENTS (includes experience and qualifications)** | **Essential/****Desirable** |
| Level 2 Food Safety Qualification  | D |
| Knowledge and understanding of Health & Safety rules applicable to the role  | E |
| Experience of working in a kitchen environment | E |
| Experience of working front of house | E |
| Cash handling experience | E |
| Proficient in using Microsoft Office including Word, Excel, Powerpoint, Databases and Outlook  | D |
| Good understanding of health and safety and food hygiene issues | E |
| **Customer Focus**  |  |
| Good customer service skills | E |
| Understands differing needs of customers | E |
| **Team-working** |  |
| Ability to work as part of a team, but also on own initiative and at times unsupervised. | E |
| Reliable and can work with others to ensure tasks are complete | E |
| **Communicating & Influencing**  |  |
| Ability to communicate with a diverse range of people | E |
| Strong interpersonal skills  | E |
| **Planning & Organising**  |  |
| Ability to plan ahead and work methodically | E |
| Ability to complete and finish tasks to timescale | E |
| **Managing & Developing Performance**  |  |
| Keeps up to date with new processes and information in own role | E |
| Demonstrates high standards of delivery in own area of work | E |
| **Decision Making**  |  |
| Takes personal responsibility for own decisions | E |
| Identifies and uses relevant information to make decisions | E |
| **Responding to Pressure & Change**  |  |
| Ability to work flexibly to meet the needs of the department and organisation | E |

**YMCA Derbyshire**

**TERMS AND CONDITIONS**

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| **Job Title:** | Hospitality Assistant |

1. **Salary**

£7488 per annum

**2. Hours of work**

20 hours per week (including lunch breaks)

**3. Leave entitlement**

 6 weeks (pro-rata) per year including Bank Holidays

**4. Sick pay provision**

2 weeks (pro-rata) in a rolling 12 month period; following a 3 month qualifying period

1. **Pension entitlement**

Auto enrolment to Peoples Pension

1. **Period of termination notice**

One week during 6 month probation period thereafter one month

1. **Conditions of appointment**

The appointment is subject to YMCA Derbyshire receiving two satisfactory

references, an Enhanced DBS check and a six month probationary period.