



**National Star**

Realising the aspirations  
of people with disabilities

## **JOB DESCRIPTION**

**StarBistro Front of House Team Leader & Student Mentor**  
52 weeks per year

### **ORGANISATION RESPONSIBILITIES**

Line Manager:	<b>StarBistro Manager</b>
Reports to:	<b>StarBistro Manager</b> Head of Service - Social Enterprise & Events
Supervises:	<b>StarBistro Front of House &amp; Student Mentor Team</b> <b>StarBistro Front of House BANK Staff</b> , as necessary Agency Front of House Staff, as necessary National Star Students working in the Front of House of <b>StarBistro</b>

### **MAIN PURPOSES OF ROLE**

To manage the Front of House & Student Mentor Team on a day to day basis.

To provide the highest standard of food and drink service to our internal and external customers.

To effectively manage the reporting and recording of daily takings, maintaining accuracy of the till system.

To manage the day to day planning and event bookings, ensuring a quality delivery of service.

To provide on the job training and mentoring to learners that have a range of physical and/or learning disabilities to participate in daily Front of House and some related Kitchen working practices.

### **RESPONSIBILITIES**

- Managing the Front of House & Student Mentor Team, ensuring that the day to day tasks are completed in a timely manner, both including students and those that need to be completed outside of student core contact hours.
- Complete Support & Development and Annual Appraisal Reviews for the Front of House & Student Mentor Team, as required throughout the academic year.
- Ensure that accurate and timely student evidence and reporting is completed.
- Deliver high standards of customer service, with the aim of exceeding our guest's expectations.
- Work effectively as a team member, liaising with other **StarBistro** staff on a day to day basis.
- Responsibility for maintaining the till system using key word programming and pricing updates.

- Responsibility for cash and credit card handling, maintaining accurate records relating to.
- Basic stock management for hot and cold drink supplies, accepting deliveries, processing stock and storing appropriately.
- Placing appropriate orders, as required, for Front of House food and drinks, disposables etc, being aware of stock holding quantities, by completing a monthly stock take.
- Maintain Front of House equipment, ensuring cleanliness for effective operational use.
- Lead Front of House team members, volunteers and learners accessing work experience placements.
- Managing and training of learners; plan, prepare and complete learner daily work activity, integrate learners in the busy working environment.
- Deliver on the job training and mentoring for learners, promoting confidence, autonomy and skills development.
- Through planning, challenge learners to achieve targets set, monitor, record progress and achievements, support the learners to reflect on learning, and record feedback.
- Prepare for and participate in special functions/activities which may be outside normal working hours.
- Attend and maintain all mandatory training and keep up to date as required by the role.
- Undertake any other duties which may be reasonably requested by the **StarBistro** Manager and Head of Service – Social Enterprise & Events.

### **HOURS OF WORK**

The 'core working hours', as per contracted hours, will fall between 8am and 5pm, Monday to Friday, 52 weeks/ year.

Flexibility will be needed to support occasional out of hours events.

### **SAFEGUARDING**

National Star takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of young adults and children and requires that all staff share this and act accordingly by applying organisational policy and procedure and attending annual safeguarding training.

### **EQUALITY & DIVERSITY**

Through personal example and clear action, demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

### **HEALTH & SAFETY**

Promote the organisation's Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department.

Personal Specification – StarBistro Front of House Team Leader & Student Mentor

Attributes	Essential	Desirable
<b>Previous experience:</b>	<p>Previous hospitality/ catering experience and experience of supervising others/ a small team.</p> <p>Previous experience of providing on the job training.</p> <p>Customer service and cash handling experience, in either catering or retail.</p>	<p>Previous hospitality/ catering experience, ideally within a school/ college setting.</p> <p>Experience of working directly with people with disabilities in an educational setting.</p>
<b>Education/ Knowledge:</b>	<p>GCSE qualifications or equivalent in Maths and English.</p> <p>Level 2 Food Hygiene Certificate.</p>	<p>Level 3 Award in Education and Training.</p> <p>Willingness to obtain Level 3 Food Hygiene Certificate.</p> <p>Willingness to obtain Level 2 Learning Support Practitioners Award.</p> <p>Willingness to obtain Emergency First Aid at Work Certificate.</p>
<b>Skills:</b>	<p>Good working knowledge of till systems and using Microsoft software: Word, Excel, Outlook.</p> <p>Exceptional interpersonal and communication skills.</p> <p>Good organisational skills.</p> <p>Apply attention to detail.</p> <p>Knowledge and application of hygiene and health and safety procedures.</p> <p>Experience of hospitality and catering procedures i.e., opening and closing, basic food preparation, managing bookings/ events, preparing orders, till and cash reconciliation.</p>	
<b>Personality:</b>	<p>Demonstrate a passion for food and the ability to up sell products.</p> <p>Confident, outgoing, friendly and approachable.</p>	

	<p>Ability to engage in customer conversation.</p> <p>Commitment to provide excellent customer service and create a positive image of <b>StarBistro</b>.</p> <p>Ability to use own initiative, manage priorities, and meet deadlines.</p> <p>Ability to work as part of a team and have a flexible approach.</p> <p>Sensitive to the needs of others/ students.</p> <p>Support the ethos of the organisation and be fit to work with vulnerable adults and children.</p>	
<b>Motivation:</b>	<p>Self motivated and able to work on own initiative.</p> <p>Able to accept direction within a supervision system.</p>	
<b>Personal circumstances:</b>	<p>Minimum age 18.</p> <p>Able to be flexible to support out of hours events.</p>	Full Driving licence.