



National Star

Realising the aspirations
of people with disabilities

JOB DESCRIPTION

StarBistro Front of House BANK Staff
Hours as required throughout the year

ORGANISATION RESPONSIBILITIES

Line Manager: **StarBistro Front of House Team Leader & Student Mentor**
StarBistro Manager

Reports to: **StarBistro Front of House Team Leader & Student Mentor**
StarBistro Manager

MAIN PURPOSES OF ROLE

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

To assist in the day to day delivery of internal and external events, ensuring a quality delivery of service.

To follow direction from other **StarBistro** staff as required with student interaction and learning, as appropriate.

RESPONSIBILITIES

- Assist with the day to day tasks to ensure that they are completed in a timely manner, both including students and those that need to be completed outside of student core contact hours.
- 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.
- Replenishment of stock to fridges etc, with student interaction, when appropriate.
- Maintain front of house equipment, ensuring cleanliness for effective operational use.
- Assist with learners accessing work experience placements.
- Working with other **StarBistro** staff, manage and train learners; prepare and complete learner daily work activity, integrating learners in a busy working environment.
- Deliver on the job training and assistance to learners, promoting confidence, autonomy and skills development.
- Through planning with other **StarBistro** staff and working alongside them, assist to challenge learners to achieve targets set, monitor, record progress and achievements, support the learners to reflect on learning, and record feedback to **StarBistro** Staff.

- Prepare for and participate in special functions/ activities.
- 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

Dependant on business and current staffing needs, as required, throughout the year.

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 BANK Staff

Attributes	Essential	Desirable
Previous working experience:	<p>Previous hospitality/ catering experience.</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>
Education/ Knowledge:	<p>GCSE qualifications or equivalent in Maths and English.</p> <p>Level 2 Food Hygiene Certificate.</p>	<p>Willingness to obtain Level 3 Food Hygiene Certificate.</p>
Skills:	<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>
Personality:	<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 StarBistro.</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>	

Motivation:	Self motivated and able to work on own initiative. Able to accept direction within a supervision system.	
Personal circumstances:	Minimum age 18. Able to be flexible to support out of hours events.	Full Driving licence.