

R A B Y

Job and Person Specification

Job Title:	General Catering Assistant – Raby Castle
Reports to:	Estate Chef
Department:	Leisure and Tourism
Location:	Raby Castle Cafe
Hours:	Casual contract - flexible shifts available - (Role requires, Weekend and Bank Holiday working). Some early evening hours during peak season
Rate of Pay:	Competitive depending on experience and age (up to £10.25ph) Above NMW
Start Date:	Available to start February 2022

Purpose of Job

Raby Estate is seeking an enthusiastic General Catering Assistant to work within the iconic Raby Castle at the Yurt Café and kiosks. There is also a very busy events schedule throughout the year, especially during weekends and holiday, so having the ability to work during these times would be a strong advantage.

We are now looking for new team members to support us during these busy periods. If you are flexible and would like to join our team of passionate individuals, then we would love to hear from you. Applicants should have a friendly and outgoing personality as you are the first point of contact with our customers offering exceptional food and beverage.

This is a hands-on role where you will be expected to work independently and as part of a team, the role is varied and includes making coffee, general cleaning and sanitising, serving our guests and visitors selling tickets and ice creams and all other aspects of the business.

This is a great opportunity to join our progressive and fast paced business where you can learn new skills and become an integral part of our fun and exciting business.

Why apply:

Aside from getting to work in our brand-new beautiful Yurt Café and kiosks and being part of a first-class team there are no split shifts, with some evening work at busy holiday periods, we pay more than minimum wage.

Key Tasks and Responsibilities

- Delivery of exceptional customer service ensuring that visitors receive a positive first impression and a friendly welcome.
- Monitor stock levels and stock management.
- Open and closing duties of the kiosks.
- Maintain cleanliness of all areas, follow allergen guidelines.
- Cash handling, use of Epos till system and running end of day reports.
- Lead by example – have a high respect for food safety and health and safety.

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- Preparing and serving hot and cold drinks such as coffee, tea, artisan, and speciality beverages.
- Cleaning and sanitising work areas, utensils, and equipment.
- Describing menu items and suggesting products to customers
- Be an ambassador for the Raby Family.

This list is not exhaustive, and you will be required to carry out any other reasonable tasks as required.

Knowledge/Experience:

- Previous experience of cash handling and use of an EPOS system or similar, preferred but not essential.
- Availability to work weekends and holidays is essential.
- An outgoing, helpful, and friendly personality.
- Confident in engaging with members of the public.
- Enthusiasm and capacity for hard work.
- Flexible attitude with willingness to undertake any task required.
- Effective communication and organisational skills.
- Honesty and a high level of integrity
- Attention to detail.
- Systematic and cheerful approach with a 'can do' problem solving attitude.
- Willing to undertake appropriate training.