



Job Title:	Front of House Assistant
Accountable to:	Catering Manager / Second chef
Location:	refresh 239 Newtownards Road, Belfast
Salary:	Competitive
Hours of Work:	30 hours per week
Leave:	23 days plus 12 statutory days (on a pro-rata basis)
Pension:	National Employment Savings Trust
Health Care:	An employee health care plan is available after successful completion of probationary period
Pension	National Employment Savings Trust (NEST)
Probation:	Six-month probationary period

Job Purpose

Reporting to the Catering Manager, the Front of House Assistant will be responsible for serving food, operating the till, supporting volunteers and providing a high standard of customer care.

Main duties

- Assist with the setting up service counters, serving food and clear down of area afterwards
- Assist with the cleaning of all crockery, cutlery and service utensils within the plate room area
- Ensure the highest possible standards of presentation by ensuring that displays, fixtures, fittings and premises are maintained in accordance with the cleaning schedule
- Contribute towards the delivery of internal and external hospitality and events including the set-up, service and clear down as required
- Deal with customer queries or requests in a polite and efficient manner
- Operate a till/card machine and ensuring cashing-up and recording processes are adhered to
- Support and supervise EBM volunteers and placements in line with EBM policies and best practice
- To present a smart, professional appearance at all times
- To maintain standards of safety and hygiene in accordance with EBM procedures and statutory requirements
- To attend meetings and training sessions as required
- To undertake any other reasonable duties within your capacity

Personnel Specification

- Minimum of 6 months catering experience in a busy café environment
- Experience of food service and preparation
- Good communication and customer care skills
- Able to perform well and remain professional whilst under pressure
- Good teamworking skills

- Displays a smart and professional appearance, representing East Belfast Mission in a positive manner
- Self-motivated and able to work alone without direction
- Adaptable and flexible with working patterns when required
- Possess good numeric and computer skills

Desirable

- Supervisory experience
- Food hygiene qualification
- Full clean driving licence

East Belfast Mission is an equal opportunities employer