

Insight Community Project CIC



Job Description

Job role: Apprentice Hospitality and Events Assistant

Base: Insight Community Kitchen, Stapleford, NG98PB

Hours – 30 per week, including protected time for study. Hours to include some evening or weekend work as required. Initial three-year contract.

Rate – £8.00ph (increasing in line with national minimum wage for age)

Report to – Café manager & Service manager

The main duties of this role include but are not limited to.

Communication

- To foster positive working relationships with colleagues and external partners.
- To communicate positively and professionally with customers.
- To attend both face to face and virtual meetings as requested by manager.
- To maintain confidential records in line with GDPR.
- To maintain clear written and verbal communication.

Hospitality

- Preparing and serving food and drinks in a timely manner, to meet customers' orders.
- Providing a high standard of customer service in the café and event locations.
- Operating the till and handling payments.
- Following guidance and staying up to date with current food hygiene and safety standards.
- Maintaining all café areas by keeping clean and tidy.
- Supporting café manager in stock management and placement.
- Following policies and procedures as instructed by management.
- Support café manager to plan rota's, manage leave requests and train new starters.
- Take bookings for buffets, parties and room bookings and handle customer enquiries via telephone and email.

Events

- Supporting the café manager and service manager to research, plan and host community events.
- Make bookings for venues, artists, stall holders and vendors as required.
- Promoting events using social media and printed media.
- Be part of the one-the-day hosting team at events, supervising others where required.
- Collect feedback from events and share this information with management team.
- Produce displays or communications for events, as required.

Training

This position requires a level of commitment to training and personal development. The candidate must be willing to complete the following training as a minimum. Other training opportunities may also be available, and the candidate must show willingness to take part in these as required to benefit the business and their own personal development.

- Level 2 or 3 events assistant apprenticeship course.
- Level 2 food hygiene course.
- Allergy awareness course.
- Introduction to safeguarding children and vulnerable adults.

DBS and Safeguarding

This role does not directly work with young people and vulnerable adults in small group or 1-2-1 setting and therefore does not require a DBS check. However, if the role or responsibilities change and this becomes a requirement, the position holder, must be willing to undertake an enhanced DBS check at the discretion of the employer.

Essential	Desirable
<i>Skills / personal traits</i>	
Good interpersonal skills – ability to communicate clearly both verbally and written.	
Good attention to detail.	
Flexibility to work a mixture of daytime, evening and weekend shifts where required to meet the needs of the business.	
Physical stamina and ability to move equipment and set up events.	
A positive attitude.	
The ability to work well within a team, support your colleagues and maintain positive relationships.	
A strong willingness to learn and challenge yourself to achieve.	
Well organised and able to manage your own time well.	
Ability to prioritise your workload to complete important tasks first.	
Ability to get to and from place of work on time and willingness to arrange travel to event locations when needed (support with this will be available as due to the nature of this post, the post holder is unlikely to be able to drive.)	
<i>Qualifications</i>	
	English language and maths GCSE 4 or above or equivalent, such as functional skills level 2. If you do not have these qualifications, you are encouraged to apply as this can be completed as part of your apprenticeship course.
	Food hygiene level 2 (can be completed as part of role if you do not hold this already.)
	First aid (Can be completed as part of role if you do not hold this already.)
<i>Experience</i>	
	Customer facing experience such as work in shops, cafes, hairdressers etc. This can include paid work, work experience or volunteer roles.
	Organisational / administrative experience.