The Reader

Catering Assistant

VACANCY REFERENCE CODE: 10/2021

Please quote this code on the application form

"Choose a job you love and you will never have to work a day in your life" - Confucius

- **Location:** The Reader, Calderstones Park, L18 3JB
- **Reporting to**: Head of Front of House
- **Hourly Rate:** £8.91 per hour
- **Hours:** 20 hours per week on a rota basis, Monday to Sunday
- **Duration:** Fixed Term

About this post

This role will work across the catering provision of The Reader Group Enterprises, in our café, ice cream parlour, and events. They will work in a team developing and delivering a range of profitable catering offers that work in harmony with The Reader Group's ethos and vision and consistently delivers a high level of customer service.

The café and ice cream parlour are open seven days a week and provide a quality and affordable offer for the local community in welcoming environments. We are looking for a hard-working, honest person to join our growing Enterprise team. You will be invited to participate fully in the development of our exciting Social Enterprise which offers many opportunities for growth and development.

Key Responsibilities

- To uphold the reputation and values of our organisation when dealing with customers and colleagues.
- To create and maintain a friendly, vibrant, and supportive atmosphere across the enterprises, whilst ensuring high standards of customer service.
- To work as a member of wider Reader Group team through engaging customers in conversations about The Reader Group's charitable mission and plans for Calderstones.
- To comply with our food safety management system and health and safety requirements, including daily HACCP (Hazard Analysis and Critical Control Point) diary entries. Training will be provided.

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- To maintain high levels of hygiene and cleanliness in all areas of each enterprise.
- Preparing and presenting food and drinks to a high standard.
  This includes the café's barista service, breakfast and lunch menu and the parlour's ice cream offer. (Training will be provided).
- To undertake general duties including till/cashier duties, taking food orders, clearing of tables, washing of dishes, maintaining of stock levels. All duties to be completed in line with our high standards of customer service.
- To work as part of a team to ensure the setting up and closing down procedures are followed efficiently and effectively.
- To provide practical help in the café kitchen and to undertake any other reasonable duties as requested by supervisor/manager.
- To be an active member of the team, undertake training, contribute to team meetings and take responsibility for personal development.

Person Specification

The Reader Enterprises are a key way in which the charity meets the public at Calderstones. Therefore, we need staff who are friendly and who have or are able to learn great customer service skills. We are looking for someone who is kind but bold, who can lead others, cares, is willing to work hard and does what it takes to get the job done. You will be a person of integrity, honest, straightforward and able to speak up about things that matter.

Essential

- **Full flexibility across 7 days** – must be able to work any days and hours given
- Be willing to learn about and align yourself with our ethos and values. Be able to demonstrate an understanding of the wider work of The Reader Group, and its social values and have a good understanding of the purpose and social mission of The Reader Group at Calderstones
- An interest in working within the catering and hospitality industry and an ability to learn quickly on the job.
- Show enthusiasm and energy and have the ability to use your own initiative and work independently with minimal supervision.
- A resilient individual with the ability to work under pressure in a fast-paced environment, dealing professionally with customers and colleagues at all times.
- Excellent communication and customer service skills.
- An individual with a high level of personal integrity and who combines this with good organisational and time management skills.

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Desirable

- A passion for literature.
- Experience of working within the catering and hospitality industry or a similar fast paced environment.

How to Apply

Note. Please do not just send in a CV. We will only consider applications that adhere to the following process -

Visit www.thereader.org.uk and select the 'Get Involved' tab where you will be able to view the full job description and download an application form. Please complete the application form how you meet the requirements of this role, to laurakershaw@thereader.org.uk

Deadline : 9am, Friday 16th April 2021

A high volume of applications may make replies to everyone impossible.