



# Shetland *arts*

## JOB PROFILE

<b>Role</b>	<b>Events Assistant – Food &amp; Beverage</b>
<b>Competency Level</b>	Front Line Staff
<b>Job Ref</b>	
<b>Rate</b>	£16,835.00
<b>Reports to</b>	Food and Beverage Manager and Supervisors
<b>Responsible for</b>	NA
<b>Key relationships</b>	Customers Marketing Manager Chief Executive Senior Management Team

<b>Principle Aim</b>
To work under the supervision of the Food & Beverage Manager and Supervisors to deliver a professional, customer focused Bars & Catering service representing Shetland Arts in venues and at events.

<b>What you will do:</b>	
The following gives an indication of the duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.	
1	You will be responsible for providing a friendly helpful service to all Shetland Arts Customers, internal or external, face to face, by phone or by e mail.
2	Provide support to the supervisor on duty in maintaining the cleanliness of the café bar area.
3	Provide support to the supervisor on duty in maintaining the required food hygiene standards.
4	Accurately dealing with cash and card transactions.
5	Undertaking tasks as requested by the Supervisor on shift.
5	To undertake such other responsibilities as shall be reasonably assigned from time to time by the Food & Beverage Manager, Senior Managers and/or the Chief Executive.

# Competencies

<b>How you will do it:</b>	
<b>Attention to detail</b>	<ul style="list-style-type: none"> <li>• Checks work to ensure accuracy and completeness</li> <li>• Meets acceptable standards</li> <li>• Performs tasks with care; is thorough</li> <li>• Makes few if any errors</li> <li>• Takes care that all information is accurately recorded</li> <li>• Keeps records up-to-date and accurate</li> <li>• Keeps on top of workload</li> <li>• Corrects errors in own and others' work</li> <li>• Adopts a professional approach</li> <li>• Consistently completes work within timeframes given</li> </ul>
<b>Commercial and Business Awareness</b>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of parameters of own role</li> <li>• Considers cost and performance implications of own actions</li> <li>• Does not tolerate obvious waste and inefficiencies – takes action</li> <li>• Uses resources in an efficient way</li> </ul>
<b>Team Working</b>	<ul style="list-style-type: none"> <li>• Demonstrates that people are valued and respected</li> <li>• Works cooperatively with others, inside and outside of the organisation</li> <li>• Works to the achievement of the common good</li> <li>• Supports other colleagues; helps teammates who need or ask for support or assistance</li> <li>• Goes the extra mile to help</li> <li>• Is approachable</li> <li>• Challenges attitudes and behaviors which are abusive, aggressive or discriminatory</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communication is clear and concise and appropriate to the audience</li> <li>• Recognises colleagues' and stakeholders' information needs</li> <li>• Avoids the use of inappropriate jargon and slang</li> <li>• Actively listens</li> </ul>
<b>Creativity</b>	<ul style="list-style-type: none"> <li>• Confidence to identify the underlying causes of problems and the full range of potential solutions and make recommendations</li> <li>• Ability to separate high priority issues from side-issues</li> <li>• Ability to weigh up the advantages and disadvantages of alternative solutions</li> <li>• Has an open mind towards new ideas and new ways of problem solving</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Meets customer or stakeholder service standards</li> </ul>

	<ul style="list-style-type: none"> <li>• Deals promptly with all customer or stakeholder enquiries and requests</li> <li>• Takes care when communicating to the customer or stakeholder, checking information is understood and they have what they require</li> <li>• Remains calm and patient in the face of difficult situations</li> <li>• Proposes solutions to immediate customer or stakeholder problems</li> </ul>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>• Plans own workload taking into account peaks and troughs</li> <li>• Makes sensible decisions about what is important in line with priorities</li> </ul>
<b>Developing Others</b>	<ul style="list-style-type: none"> <li>• Checks progress and coaches colleagues through an activity</li> <li>• Understands the need for and deals with personal training and development requirements</li> <li>• Gives practical support or assistance to enable individuals to get the job done</li> <li>• Makes use of readily available training resources</li> <li>• Regularly reviews own objectives, personal/job improvement plans and career development plans</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Behaves appropriately; is loyal, open and honest as a representative of the organisation with stakeholders, the community and the public</li> <li>• Sets high standards of behaviour for themselves and others and acts consistently within these</li> <li>• Has personal integrity and credibility – delivers what is agreed</li> <li>• Behaves in line with the organisation's values</li> <li>• Accepts responsibility for own work</li> <li>• Maintains confidentiality of sensitive information</li> </ul>
<b>Judgement and Decision Making</b>	<ul style="list-style-type: none"> <li>• Makes non-controversial decisions</li> <li>• Makes decisions at appropriate times and stands by them</li> <li>• Uses judgement, experience and relevant information to help come to a decision</li> <li>• Demonstrates an unbiased and rational approach, without prejudice</li> <li>• Learns from the consequences of decisions</li> </ul>

**Person specification: Events Assistant – Food & Beverage**

	<b>Essential</b>	<b>Desirable</b>
<b>Personal features and qualities</b>	<p>Capacity to work under pressure in a calm friendly manner</p> <p>Ability to apply standards consistently</p> <p>Flexible, adaptable and responsive</p> <p>Self motivated and able to work on own initiative</p> <p>Willingness to work flexible or unsociable hours as and when required</p> <p>Passion for high levels of Customer care</p>	<p>Passion and interest in food</p> <p>Passion and interest in the arts</p>
<b>Relevant experience</b>		<p>Dealing with the public and customer services practices</p> <p>Cash handling</p> <p>Bars and/or catering experience</p> <p>Food preparation</p> <p>Working at entertainment events</p>
<b>Education</b>	<p>Educated to O'Grade, Standard Grades, or GCSE level or equivalent in English and arithmetic)</p> <p>Food Hygiene qualification Or commitment to achieve within six months from appointment</p> <p>Serve Wise qualification Or commitment to achieve within one week from appointment</p>	<p>Standard Grade maths or equivalent</p>
<b>Skills, abilities and knowledge</b>	<p>Good spoken communication skills</p> <p>Ability to prioritise work load</p> <p>Operating e-mail systems</p>	<p>Ability to operate basic kitchen equipment</p> <p>Knowledge of diversity and disability practices</p>

<b>Other</b>		Knowledge of Health and Safety practices  Current driving Licence or use of own vehicle or access to personal transport