

# EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Description	
Job Title	Front of House Assistant
Responsible to	Head of Catering
Responsible for	NA
Salary	£13,104
Hours	20
Location	Blackburn

## KEY PERFORMANCE AREAS

Café retreat is seeking a preferably experienced front of house but training would be given to the right candidate. The successful candidate will be responsible for the implementation of our Café's policies and procedures, and will participate in achieving our revenue objectives. You will ensure that staff and volunteers remain compliant with all relevant laws, and that patient and customers' needs are promptly met.

## MAIN RESPONSIBILITIES

- Assist front of house service at café retreat
- Demonstrate passion and energy to develop team members and volunteers resulting in focussed customer service
- Assist in pre session briefings
- Meet with potential clients, make reservations and contribute to organising private events
- Assist in preparation of hot and cold meals as directed by the Chef
- Prepare and present evening light meals for patients and their visitors
- Prepare tea and coffee trolleys for meetings and education
- Lead by example to ensure that the highest possible levels of customer service are delivered by team members at all times
- Audit inventory levels to ensure product availability, and order products as necessary
- Assist in implementing and driving promotional activities
- Take payment for meals using the till
- Respond quickly and effectively to requests by patients or their visitors for snacks with a positive helpful attitude
- Support provision of catering for hospice events as directed by the catering lead
- Contributing to the delivery of a safe catering service by complying with food safety standards and health and safety requirements

## Risk Management

- Carry out designated cleaning duties to maintain high standards of cleanliness and food hygiene
- Ensure daily checks of temperatures in fridges and freezers are undertaken and maintain records.

- Promptly report any defects or mechanical faults in equipment, inappropriate storage or any other concerns, which could impact on safety
- Adopt best hygiene and safety practices and ensure access to food areas is restricted for non-catering personnel.
- Ensure own knowledge, understanding and observation of C.O.S.H.H. regulations (Control of Substances Hazardous to Health) is at a level consistent with the role
- Apply the principals involved in the production and preparation of cook-chill products under the direction of the cook
- Implement rules and regulations regarding food allergens
- Ensure catering equipment is operated in line with Health and Safety standards undertaking specialist training as and when required
- Comply with the uniform policy, ensuring uniform is clean and tidy and must not be worn travelling to and from work

## **RESOURCE MANAGEMENT**

- Before accepting any food supplies, check for quality and use by dates etc., and then store and record deliveries in the appropriate place

## **PROFESSIONAL RESPONSIBILITIES**

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Act as an ambassador for the East Lancashire Hospice promoting at all times the hospice mission, values, and acting in a way to uphold public confidence
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources.

## **PERSONAL DEVELOPMENT**

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills as directed by the catering lead
- Participate in the education and training of others as appropriate to the role

## **CONDUCT DUTIES WITH REGARD TO HOSPICE STATED VALUES OF:**

- Ensure all patients with specialist, supportive and end of life care needs have access to a range of free services when they need them for as long as they are needed.
- Respect and respond to each person's identified needs regardless of race, status, gender, sexual orientation, religious beliefs or spirituality.
- Secure sufficient resources to ensure sustainability and development of services for our patients and their families.
- Support the continued professional development of all staff so they are equipped to deliver the highest quality of care.
- Commit to working in partnership with local and national organisations for the benefit of our patients and their families.

## **STATUTORY DUTIES**

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures

- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people’s individuality, rights and diversity to ensure equality

**WORKING HOURS**

- The post holder will work 20 hours flexibly. These will be worked according to a rota of up to any 4/5 days of a 7 day working week.

**NOTES**

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

**Equality and Diversity**

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

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**ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**NAME:** .....  
(PRINT)

**SIGNED:** ..... **DATE:** .....

# EAST LANCASHIRE HOSPICE

## Person Specification

	Criteria	Essential	Desirable	Tested By
<b>Experience</b>	E1 Working front of house in a catering or hospitality establishment	✓		Test
	E2 Interacting with customers in a professional manner		✓	Application, Interview,
	E3 Leading a team	✓		Application, Interview,
	E4 Providing courteous, effective and responsive customer care	✓		Application, Interview,
	E5 Carrying out cleaning in a café environment effectively to maintain hygiene standards in accordance with cleaning schedules and instructions	✓		Application, Interview, Test
<b>Qualifications</b>	Q1 Food hygiene certificate-obtained within last 3 years	✓		Application,
	Q2 Level 1-3 qualification in front of house food and beverage service		✓	
	Criteria	Essential	Desirable	Tested By
<b>Knowledge</b>	K2 Understanding of food hygiene requirements and environmental health standards	✓		Application, Interview,
	K3 Understanding and observation of C.O.S.H.H. regulations (Control of Substances Hazardous to Health) is at a level consistent with the role	✓		Application, Interview,
	K4 Demonstrate understanding of the principals involved in the service of food and beverages	✓		Application, Interview
	K5 Understand how food allergens rules and regulations are implemented	✓		Application, Interview
<b>Skills</b>	S1 Managing a reservation system	✓		Test
	S2 Providing professional front of house service	✓		Test
<b>Personal Attributes</b>	PA1 Positive and willing to learn	✓		Interview
	PA2 Punctual and reliable	✓		