



Nene Valley Railway Role Profile

Job Title	Kitchen and Front of House assistant
Reports to	Tea Room & Bar Manager

Purpose

The kitchen assistant and Front of House role provides vital support to the Tea room and Bar manager for the successful day to day operation of the Tea room and bar including ordering, cleaning, as well as the preparing and serving of food, serving customers and making drinks. This is a varied role that requires skills in both the kitchen and with customer service.

Responsibilities

- Day to day prep in the kitchen, following the recipes and guides provided, to ensure the food quality, portion size and presentation are consistent.
- Seeks to maximise the customer experience by providing friendly service and high levels of customer care that minimises queuing and waiting time.
- Serve on the till when required and make hot drinks to order.
- Day to day cleaning of the kitchen and tea room following cleaning schedules to ensure the high standards are maintained. Ensuring we maintain a 5* food hygiene rating.
- Complies with relevant health and safety law and is proactive in creating a safe working environment at all times.
- Ensuring your kitchen knowledge is kept up to date, to ensure food is kept to a high standard. This includes doing a food hygiene every 2 years as well as keeping up to date with any recipes in use.
- Highlighting any issues to the Tea room Manager to ensure the kitchen runs smoothly.
- When required, order stock from our suppliers and help Tea room manager control wastage
- Ordering cleaning supplies to ensure that enough stock is available for the day to day cleaning of the kitchen.
- Assisting with deep cleans of the kitchen items where needed.
- This role is varied and requires both skills in food preparation and cooking as well as front of house and customer service skills.

Capabilities Required

- Confident in food preparation and cooking
- Good levels of both personal organisation and personal presentation
- A sense of pride in your work
- Always shows a customer first mentality that acknowledges the importance of customers to a successful business.
- Has a positive, energetic and can do approach that is focussed on helping to find solutions to issues when they arise.
- Strong people skills – able to engage with staff, volunteers and customers at all levels.

Hours and days of work:

We have 1 x role at 24 Hours a week, and 1 x role at 16 hours a week.

Work pattern to be agreed with successful candidate but will include Saturdays, Sundays and Wednesdays.

Approx 8.00am – 16.30pm with flexibility as some days require earlier starts or later finishes.

Salary:

£11,150 per annum for 3 days (24 hours) a week

£7,434 per annum for 2 days (16 hours) a week

Please note, due to the location of our offices, a driver's licence/own transport or a guaranteed way to get to Wansford Station is essential as we have no public transport links.