



Front of House Coordinator

Job Specification & Job Description Including Eligibility Criteria and Appointment Notes

Job Ref: FOH 05.19

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Location – Portadown

1.0 INTRODUCTION

- 1.1** Completed application forms must clearly demonstrate the qualifications, experience and skills sought, and must be returned to incredABLE before **4pm on 28th May 2019**
- 1.2** CV's or other supplementary material will not be accepted in place of, or in addition to, completed application forms.
- 1.3 It is anticipated that interviews will be held w/c 03 June 2019**

2.0 BACKGROUND

- 2.1** One Eighty (Step by Step NI) is a subsidiary of incredABLE. incredABLE is a voluntary organisation creating meaningful social, recreational, and educational opportunities for people with a learning/intellectual disability and/or autism.

Our mission-

Our mission is to deliver quality projects and services by inspiring, empowering and including the people we work with.

Our Vision-

Our vision is a society where individuals with a learning/intellectual disability and/or autism are supported, valued and included.

Our Approach-

We believe that everyone is an individual and has the right to feel incredABLE!

Our Values-

We are about **Quality** projects and services

We are about **Inclusion** through integration and equality

We are about **Trust** through maintaining positive working relationships

We are about **Respect** and the dignity of every person

We are about **Sustainability** and stewardship of all our resources

We are about **Creativity** and making things happen

We are about **Responsiveness** through listening to all those who work with us

3.0 LOCATION

The successful candidate should expect to be based at Café One Eighty, 5-7 Mandeville Street, Portadown.

4.0 SUMMARY OF JOB:

The ideal candidate will have hospitality experience and be able to demonstrate the combination of skills required to work closely with young adults with disabilities and at the same time deliver a busy café operation. Reporting to the Head of Catering who has overall responsibility for the service, you will manage the Front of House operations at Café One

Eighty social enterprise which provides a unique learning environment for young people, aged 16 to 22, with learning difficulties that have an interest in hospitality, in order to attain qualifications and most importantly real life experience to enable them to secure meaningful employment.

5.0 KEY RESPONSIBILITIES

Major Tasks and Responsibilities

The FOH Coordinator will:

- 5.1** Co-ordinate in the smooth running of café operations. This will include co-ordinating and directing trainees, taking orders from customers, operating a barista coffee machine, serving customers and taking payments.

Example duties:

- 5.1.1** To allocate duties to trainees and supervise front of house staff as appropriate.
 - 5.1.2** To communicate customer feedback to kitchen staff on all food and menu related issues and support the Chefs in resolving any concerns.
 - 5.1.3** To work with the Chefs in ensuring dishes are presented in an appropriate manner to customers.
 - 5.1.4** To manage front of house finances, ensuring correct change, float, balance till daily, secure storage of cash and complete all necessary daily reports etc.
 - 5.1.5** To record all bookings and ensure relevant staff are informed in a timely manner.
 - 5.1.6** Organise rota to ensure front of house adequately staffed which may on occasion include the supervision and allocation of duties to FOH assistants/casual staff.
 - 5.1.7** General duties appropriate to the job role including the preparation, cleaning, re-stocking, and ordering of consumables, reporting damage to the manager, managing the rota for the store and yard.
- 5.2** Plan, facilitate and supervise trainee learning and engagement. This will include managing numerous trainees as various stages in the educational programme offered at One Eighty gain practical experience when working in a catering environment.

Example duties:

- 5.2.1** Communicate effectively and develop a rapport with trainees and their carers.
- 5.2.2** To teach trainees on the job including allocation of trainee duties, supervision of FOH trainees, and plan, conduct and record practical assessments.
- 5.2.3** To work with the Training Coordinator in delivery of training and assessments to ensure students are properly assessed for the required learning outcomes as they progress, with review feedback to same training Coordinator and completion of daily diary sheet.
- 5.2.4** To Collect and record trainee payments.
- 5.2.5** Be responsible for the safe keeping of all personal profile information about the project trainees.
- 5.2.6** Provide reports and updates on all activity as required by the Line Manager that can be used to aid the evaluation and monitoring of the educational programme.
- 5.2.7** Report any changes in a trainee's circumstances or condition, as well as all untoward incidents/accidents to an appropriate senior member of staff in accordance with incredABLE's procedures.

- 5.3** To ensure excellent customer service is given acting as first point of contact for external customers to One Eighty, administer and resolve queries to satisfaction, including referring or escalating requests where necessary.

Example duties:

- 5.3.1** Ensure a high level of customer service is delivered through meeting and greeting customers, dealing with customer orders, service, queries and complaints and remain professional and tackle problems quickly and methodically when dealing with customer complaints.
- 5.3.2** Actively listen to the customers to understand their specific requirements and explain the options available.
- 5.3.3** Ensure all public areas including the toilet are regularly inspected and recorded for a presentable, hygienic business environment
- 5.3.4** Work closely with the Chefs in the planning and pricing menu, with regular review of dishes, prices and special offers etc including passing this on to all Front of House trainees who take orders
- 5.3.5** Work with the Chefs to ensure the menu is appropriate for the local market and to seek out new income channels for the business such as outdoor catering, sandwich platters and catering for private functions.
- 5.3.6** To manage and promote the social enterprise with the use of promotions, info boards, upselling, vouchers, bookings, Facebook promotions in order to achieve agreed monthly income targets.
- 5.3.7** Continually look for ways to improve the level of service and quality and report these back to line manager.

- 5.4** Maintain awareness to, and undertake duties, in line with incredABLE's policies and procedures laid out within the Employee handbook and health and safety procedures and regulations.

Example duties:

- 5.4.1** Record time and materials and production details, for job tracking and charging (invoicing) purposes and ensure all errors are logged using the designated process.
- 5.4.2** Monitor customers' orders for compliance with Branding and House Style.
- 5.4.3** Operate till, accept payments by cash, credit and debit card
- 5.4.4** Adhere to all health and safety requirements including personal protective equipment (PPE), manual handling, operation and maintenance of equipment, reporting hazards.

General

- To ensure all duties and responsibilities are carried out in a manner consistent with incredABLE's policies and procedures and in a way that will enhance the organisation's reputation.
- To carry out all duties and responsibilities in compliance with Health and Safety policies, quality and statutory regulations
- To work flexibly to meet the needs of the project participants including evening and weekend working, and as directed by the Project Director.
- Any other relevant duties where required.

The above duties and responsibilities cannot totally encompass all tasks, which may be required of the post-holder. They may therefore vary from time to time without changing the post or level of responsibility; this is reflected in the salary level.

6.0 PERSONNEL SPECIFICATION

6.1 Eligibility Criteria

Criteria	E or D *	S or I **
Experience/Qualifications/Knowledge		
Demonstrable and relevant experience in a hospitality environment	E	S&I
NVQ Level 3 Catering or equivalent	D	S&I
Food Hygiene Certificate – Basic	D	S&I
TDLBD 32 or A1 Assessor Award	D	S&I
Good Standard of Education i.e. minimum 5 GCSE/O levels at grades A-C (to include maths and English)	D	S&I
Experience operating a coffee machine / Barista experience	E	S&I
Experience of report writing, financial record keeping and monitoring and evaluation	E	S&I
Skills and Abilities		
Good verbal and written communication skills	E	S&I
Ability to develop and maintain sound relationships with colleagues, clients and key individuals in external agencies	E	S&I
Ability to plan and co-ordinate activities	E	S&I
Well-developed interpersonal skills with a strong customer focus	E	S&I
Proven customer services experience preferably while using a cash till	D	S&I
Understanding of health and safety matters relevant to a catering setting	D	S&I
Knowledge and experience of working in a higher education or similar environment	D	S&I
Requirements: Personal Qualities/Circumstances		
Committed to promoting equality of opportunity, particularly sensitive to the needs of people with disabilities.	E	I
Good organisational skills including able to prioritise efficiently & meet competing demands	E	I
Problem-solving and flexible approach to duties including in resolving customer service issues	E	I
Be self-motivated, reliable and committed	E	I
***Access to a car or access to an alternative form of transport to meet the travel requirements of the job.	E	S
The successful candidate will be required to undergo an enhanced check via the Access (NI) Service before commencement of employment.	E	I

***E** = essential criteria **D** = desirable criteria

****S** = shortlisting criteria **I** = interview criteria

******* = Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.

6.2 Short listing Criteria

Short listing will be carried out in respect of the essential criteria but in the case of many applicants we reserve the right to enhance the short-listing criteria to include the desirable attributes.

Please Note:

Only those applicants, who appear, from the available information as provided in a returned application form, to be most suitable, in terms of relevant skills, experience and ability will be invited to interview. It is therefore essential that you fully describe in the application form how you meet the experience and qualities sought. It is not appropriate simply to list the various posts that you have held. Assumptions will not be made from the title of posting(s) as to the skills and experience you may or may not have gained. Applications that do not provide the necessary detailed information in relation to each of the stated criteria will be rejected.

7.0 APPOINTMENT NOTES

- 7.1** The above post is available on a part time basis of 22.5hrs to 30hrs per week, with the potential of additional hours. The appointment will be to Step by Step NI Ltd. All appointments are subject to the satisfactory completion of a 6-month probationary period.
- 7.2** The successful candidate will start at the hourly rate of **£8.35- £9.00** per hour (dependent on experience/qualifications)
- 7.3** Annual leave entitlement is 28 days per annum, inclusive of statutory holidays.
- 7.4** The working hours will be specified in advance and appointees may be required to work variable hours, which will mean working into late evenings, at weekends or on Public Holidays.
- 7.5** This is no pension provision with this post.
- 7.6** The successful candidate will be given suitable training, including on-the-job training and formal specialised courses as necessary.

8.0 GENERAL INFORMATION

- 8.1** incredABLE is committed to equality of opportunity in employment and welcomes applications from all suitably qualified candidates irrespective of religious belief, gender, disability, race, political opinion, age, marital status, sexual orientation or whether they have dependents. All applications for employment will be considered based on merit. To demonstrate our commitment to equality in employment we need to monitor the community background of all employees and job applicants as required by The Fair Employment and Treatment (NI) Order 1998. Therefore, we require all job applicants to complete and return a Monitoring Questionnaire in a sealed envelope, (provided for this purpose). Personnel involved in either the short-listing or interview selection processes will not see its contents. If you do not

complete this questionnaire and return it with your completed and signed Application Form, we will not be able to process your application to the next stage of selection.

- 8.2** A detailed Contract of Employment will be issued to the successful candidate within 8 weeks from the date of commencing work.

THIS CORRESPONDENCE SHOULD NOT BE TAKEN AS CONSTITUTING THE PROPER TERMS AND CONDITIONS OF EMPLOYMENT FOR THIS POST.