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| **Role** | Food & Beverage Assistants |
| **Reporting to** | Front of House Supervisor |
| **Contract** | Casual hours which may vary mostly from Wednesday to Sunday – These will include days, evenings, weekends and/or bank holidays plus events. |
| **Salary** | National Minimum Wage – age dependant |

**The Auckland Project**

At the heart of our sites is St Peter’s Chapel, in Auckland Castle: the home of the Prince Bishops, and the historic seat of faith and power in the North of England. The experience across our sites is deeply linked to those two themes of faith and power – they are repeated throughout the Castle and Faith Museum, the Mining Art Gallery and the Spanish Gallery. The collection of our venues, spaces and places invite conversations about belonging, faith, loss, sacrifice, community, love and creativity. We would like our guests to explore: to discover things about our town, our country and their own lives. We want to create memorable and transformative encounters – and need your help to do so.

**The role purpose:**

We are looking for Food & Beverage Assistants to join the passionate team at The Auckland Project. You may be asked to work in a number of different catering venues across the Project.

This is an exciting opportunity to be at the heart of the Auckland Project.  As a member of the team, you will deliver exceptional hospitality, creating unique customer experiences in a happy creative workplace founded in professionalism and with a strong team ethic. We are looking for people who can channel their passion to consistently exceed customer expectations.

The post-holder is responsible for the following key accountabilities:

**Key Responsibilities:**

* Working as part of a team across numerous different sites at The Auckland Project.
* Ensuring exceptionally high standards of service and presentation at all times
* Taking orders using EPOS till systems
* Remaining calm whilst under pressure in a busy environment service environment
* Adhering to good health, safety and access practice, ensuring familiarity and compliance with TAP policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
* Knowledge of menus, allergens, and presentation standards
* Carry out all cleaning duties allocated in accordance with the cleaning schedule
* Be able to work as part of a team, communicating effectively at all levels and be able to follow company procedures correctly and willingly
* Maintain a high level of personal hygiene and ensure that correct clean uniform and personal
* Ensuring exceptionally high standards of service and presentation at all times
* Ensure all crockery, cutlery, tools and equipment are thoroughly cleaned and stored in the correct place
* Ensure all dishes and kitchen equipment are clean, floors mopped, bins emptied and the dishwasher area is cleaned and drained.
* Be able to help out with some basic kitchen prep.
* Above all, it is essential that you can work flexibly across the seven days of the week including weekends, evenings and Bank Holidays and that you have a flexible attitude to supporting our operation and working in different areas of it at short notice.

**Internal and External Relationships**

**Health & Safety**

Be committed to good health and safety and access practice, ensuring familiarity and compliance with TAP policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.

Ensure TAP is up to date with all Food Safety laws and regulations.

**Person Specification:**

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|  | Essential | Desirable | Where identified |
| Qualifications |  | Barista training  Food safety level 2 | Application Form & Certificates |
| Experience | Experience in a similar position in a customer facing environment |  | Application Form,  Interview &  References |
| Knowledge & Skills | Strong communication & interpersonal skills  Ability to multitask in a busy environment | Level 2 in numeracy & literacy  Numeracy and financial skills in order to monitor adhere to a budget. | Interview &  References |
| Personal Qualities, attitude & behaviours | Ability to work as part of a team  Professional, hardworking and charismatic | Must be passionate about good food and customer service. | Interview |

**What we have to offer:**

The Auckland Project is working to create positive change for those living, working and visiting Bishop Auckland. To do so we are creating a visitor destination in Bishop Auckland, incorporating Auckland Castle (once home to the Prince Bishops of Durham), a Spanish Gallery, Faith Museum, Walled Garden, Deer Park, Mining Art Gallery, Auckland Tower visitor centre and Weardale Railway.

Our visitor destination and community development programme broadly fits into four areas:

* To help individuals by creating a sense of aspiration as well as providing opportunities for skills development
* To help the community to become resilient and economically sound by creating opportunities for partnerships, building a year-round tourist market and supporting small creative industries to thrive
* To protect, sustain and enhance our natural environment
* To restore and enhance the beauty and historic significance of the built environment.

By working with us, you are helping to ensure the town’s future is as magnificent and vibrant as its past.

**How to Apply**

Apply for this role by emailing and requesting an application form and returning this to [recruitment@aucklandproject.org](mailto:recruitment@aucklandproject.org)

**Closing date:** **Closing date: Wednesday 24th April 2024 at noon**

We are unable to accept CV’s as application. We only accept a completed application form which can be found at [Auck\_Proj\_Job\_App\_Form.docx (live.com)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Faucklandproject.org%2Fwp-content%2Fuploads%2F2023%2F03%2FAuck_Proj_Job_App_Form.docx&wdOrigin=BROWSELINK)

If we receive a high volume of applications we reserve the right to close the application process early.