

## **Job Description**

**Title:** Hospitality Assistant  
(Part-time Seasonal)

**Responsible to:** Hospitality Manager

**Daily:** Hospitality Supervisors and Manager

### **Overall Purpose of the Job**

At The Historic Dockyard Chatham, the world's most intact dockyard from the age of sail and one of the best days out in the UK, we achieve excellence in delivering an exceptional visitor experience across all of our hospitality outlets.

As a Hospitality Assistant, you will be expected to deliver to the highest possible standard across all Hospitality operations, and in a timely and professional manner.

Customer service is key, and all of our clients and visitors should leave satisfied with the service we provided for their event or visit from start to finish. You will have the chance to deliver events such as weddings, as well as the day-to-day hospitality offers including both the Wagon Stop and Mess Deck.

### **Location and Working Pattern**

A Visitor Enterprises Hospitality Assistant will work within a pre-rostered team to deliver a first-class service to all visitors over a variety of outlets including The Commissioner's House, The Wagon Stop and The Mess Deck.

Working to agreed event plans and achieving budgeted sales and expenditure targets for the Trust's Hospitality department.

To follow health and safety, hygiene and COVID procedures to ensure the highest standards as well as delivering day to day visitor offer and events to a level of excellence with a positive can-do attitude.

## **Main Duties**

- Play a vital role in the day to day Hospitality operations, ensuring a welcoming place for all visitors, excellent presentation standards and customer service.
- Play a vital role in maximising profits across all of the Hospitality operations through effective planning, stock control, and sales.
- Assist with the setup and operation of functions, as required.
- Ensure that all venues are tidy, clean and presentable at all times for our visitors and clients.
- Ensure personal presentation and uniform is kept to a high standard at all times.
- Operate the tills within Company policy and adhere to cash handling procedures and safety policies at all times.
- Work towards maintaining our 5-star Food Hygiene standards.
- Assist with the preparation of food when required, in line with the Company's Food Safety Standards.
- Assist with the maintenance and cleaning of assets in order to provide a functioning, welcoming space for all.
- Ensure all Trust policies are adhered to at all times.
- Act as an ambassador for the Historic Dockyard Chatham at all times, working to maintain our 'Excellence' objective.

## **Products and Stock Control**

- Assist with deliveries, storage, stock rotation and stock counts.
- Champion the use of locally sourced products.
- Minimise risk through managing stock holding carefully and consistently.
- Record wastage accurately and work to minimise the quantity of waste.
- Complete paperwork as required relating to staff consumption, wastage, timesheets and other related documents.

## **Health and Safety**

- Undertake training to legal and agreed operational standards as required, including Health & Safety, COSHH, Fire Evacuation procedures and COVID requirements.
- Play an integral part in managing Health & Safety of all catering areas (Front of House and Back of House) identifying and monitoring hazards and risks and reporting any concerns in a timely manner.

**Ensure the safety and wellbeing of the visiting public. This will involve:**

- Carrying out appropriate evacuation procedures as required
- Providing appropriate Health and Safety advice
- Monitoring all working areas and identifying hazards / risks
- Operating the site's radio communications system
- Following additional COVID Risk Assessments and Method Statements.

**Maintain a clean and tidy environment in accordance with the cleaning schedules and general good housekeeping. This will involve:**

- Carrying out designated cleaning duties
- Reporting faults / equipment breakdown
- To ensure that the highest standards of personal presentation are maintained at all times.
- Adhering to COVID risk assessments and sanitisation procedures.

**Other Duties:**

- Any other ad hoc duties, as directed by the Team Leader / Duty Manager.

**Communications**

- Demonstrate excellent inter-department communications and ensure good working relationships with all departments, creating 'one team'.
- Remain professional at all times when onsite or when representing the Company.

**Training**

- Attend training courses as required relating to the role and work to continuously improve.

**Person Specification**

**Qualifications**

Essential

- GCSE level 4-9 or equivalent in Maths, English.

Desirable

- Qualification in a relevant subject and/or outline for further study in a related field.

## **Personal**

### Essential

- Experience in delivering a high level of service in a customer or visitor-focused environment.
- Excellent communication and presentation skills, with the ability to engage and talk clearly to members of the public and large groups of people from varying backgrounds.
- Commitment to providing an exceptional level of customer service.
- Confident, open and amenable with exceptional inter-personal skills.
- Commitment to access, diversity and inclusion with an understanding of the social model of disability and best practice in creating and maintaining a culture which is inclusive and diverse.
- Ability to work well as part of a team or alone with a flexible and proactive attitude.
- A flexible approach to working on a rota basis agreed in advance, including some evenings, weekends and public holidays to meet operational demands.
- Availability to attend occasional out-of-hours meetings and training.
- Knowledge of and a commitment to upholding the work and core aims of Chatham Historic Dockyard Trust.
- Commitment to self-development to improve professionally and personally.

### Desirable

- Previous experience working in a visitor facing role in a museum, gallery or heritage environment.
- A passion for maritime history, arts or historical communication.
- Basic Health and Safety awareness in the workplace.
- First Aid at Work certificate or desire to achieve qualification.

### **Note:**

This is a description of the job at present. It is the practice of Chatham Historic Dockyard Trust to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible the Chatham Historic Dockyard Trust reserves the right to make reasonable changes after consultation.

**THE HISTORIC DOCKYARD CHATHAM IS AN EQUAL OPPORTUNITIES EMPLOYER**