

Shoreditch Trust

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Shoreditch Trust Casual Front of House Staff

Job Description

Managed by: Community Table Front of House Coordinator

Rate of pay: £11.50 per hour

Hours per week: Variable

Contract: Casual

Probation: Three months

Based at: Waterhouse Restaurant, 10 Orsman Road

Will also be required to attend other Shoreditch Trust venues across the Social Enterprise portfolio.

Holiday: 30 days + bank holidays (pro rata)

Purpose of this post

Shoreditch Trust is seeking to recruit a casual front of house staff member to support our Community Table team at the Waterhouse Restaurant. This role does not have fixed shifts or hours but will serve as an on-call for position when needed for coverage and working large private and community events. The role will contribute to developing a robust operation that supports the Trust's enterprise and community programmes to flourish and grow.

Our restaurant is host to Shoreditch Trust's Blue Marble Training programme, supporting and training young people to become the next generation of chefs.

Job Description

- Play an essential role in providing exceptional customer service
- Set up the restaurant so it is ready for service
- Greet and seat customers
- Deliver full table and bar service
- Ensure the restaurant is maintained on shift so that spaces are presentable, welcoming, accessible, relaxing, practical and safe places to be to eat, drink, work, and network
- Ensure that the restaurant processes and systems are followed on shift including all health and safety, licensing and fire safety procedures relating to Front of House

Job Requirements

In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities.

Person Specifications

Ideal candidate will:

- Have 1+ years of hospitality experience (barista and waitressing experience preferred)
- Be warm and welcoming with a can-do and ready-to-learn attitude
- Have strong organizational skills
- Work well under pressure and as part of a team
- Be a clear communicator

Shoreditch Trust Values

Shoreditch Trust is working to create a future free from inequality. Our people-focused and peer-support approach enables us to model our services around the needs of those we support, facilitating individual and community leadership and development and encouraging people to achieve their goals.

Shoreditch Trust has over 20 years' experience and specialist expertise in designing and implementing community-based health and wellbeing programmes.

We support communities in Hackney and neighbouring boroughs to improve their health and wellbeing, develop social networks, and build skills and opportunities for meaningful employment.

Our focus is on working with people who experience health, economic and social inequality, including women in pregnancy and early parenthood, young people not in education or work who are at risk, stroke survivors, socially isolated older people and those experiencing long term health and social issues.

Our Values guide everything we do with clients, colleagues, partners & commissioners:

- Equality: we believe that everyone has the right to lead healthy and fulfilling lives. We support people to recognise opportunities and overcome obstacles to realise their potential.
- Connection: bringing people together is at the heart of what we do, forging strong and trusting relationships to enrich our work and the lives of our clients.
- Compassion: we believe everyone should be treated with kindness and respect, and recognise that honest and challenging conversations can be as important as encouragement.

- Independence: we promote independence, enabling people to make informed decisions and take ownership of their own development.
- Flexibility: we strive to respond flexibly and intelligently to people's needs, understanding that there is no 'one-size-fits-all' when it comes to real lives.

Anti Racism

At Shoreditch Trust we realise that systemic racism is an issue that affects us all; we recognise the many ways that racism undermines the health and opportunities of people who are affected; we respond in every way we can to repair the harms that racism causes; and we resist any policies or ways of behaving on our part that may be racist.

Equal Opportunities

Shoreditch Trust is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Through its aims as a charity, Shoreditch Trust recognises that the communities we work with have endured long-term deprivation and under investment. It also recognises the incredible potential of those communities and individuals. We are committed to challenging and changing this situation and to contributing to the creation of a fair, equitable and accessible society.

Shoreditch Trust is committed to creating a diverse and inclusive organisation - a place where we all can be ourselves and reach our full potential at work. We offer a range of staff support programmes, including 4 development days, extensive training opportunities and wellbeing policy and initiatives. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and adults at-risk in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. Our policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and adults at-risk safeguarding.

Safer Recruitment

Shoreditch Trust places the utmost importance on the welfare and wellbeing of its clients. The selection process will assess the candidate's suitability for the role and explore any gaps or anomalies in the application process. Confirmation of the post is subject to a minimum of two satisfactory references; where eligible, a satisfactory outcome of the DBS check. This is in addition to the necessary information to attend an interview: Proof of identity and proof of the right to work in the UK.

This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.