



**12 Orsman Road
London N1 5QJ**

**T 020 7033 8500
www.shoreditchtrust.org.uk**

**Vat 885423692
Company 03894363
Charity 1086812**

Venue & Event Front of House Staff

Managed by: Organisational Support Manager
Reports to: Front of House Supervisor
Salary: £10.55 per hour
Hours: Shift work – variable hours by rota, largely day times
Contract: Casual/ongoing
Probation: Three months
Based at: Waterhouse Restaurant, 10 Orsman Road, London N1 5QJ,
Healthy Living Centre, 170 Pitfield Street Road, London N1 6JP,
other venues as required.
Holiday: 30 days + bank holidays (pro rata)
Job Ref: VEFOH02

Shoreditch Trust is a charity based in east London, working to make a happier, healthier Hackney for everyone. We are looking for front of house staff and a receptionist to work flexibly between two of our charity spaces, a restaurant and a community centre. You will be joining a small, friendly team of casual workers. Hours are variable, and can be flexible to suit mutual needs.

The Healthy Living Centre is a community hub that offers a programme of health and wellbeing activities, personal development and skills based training. Groups include community cooking courses, activities to support good mental health and maternity peer support. The Centre is also hired by individuals and organisations who deliver activities that fit with the Shoreditch Trust ethos, generating an income stream to support the charity. The centre is open 3-4 days a week with variable hours including some evenings.

Waterhouse Restaurant is open Monday to Friday 9am - 3pm for breakfast and lunch, with occasional private evening and weekend bookings such as meetings, dinners, birthday parties and weddings.

The canal side restaurant is host to Shoreditch Trust's Blue Marble Training programme, supporting vulnerable young people (16 to 25) who may also be coping with issues, such as social isolation, poverty, homelessness, violence, insecure immigration status, trauma, poor mental and/or physical health and chaotic lifestyles. All income generated supports the project.

As a member of the FOH team, you will play an integral role in maintaining high standards of customer service, and enabling the smooth operational running of both venues, acting as the first point of contact for customers and building users.

Job description

Main tasks – Waterhouse Restaurant and Healthy Living Centre (HLC)

1. Maintaining high standards of customer service
2. Ensuring the smooth and safe running of Waterhouse Restaurant and HLC
3. Serving drinks and delivering food (Waterhouse)
4. Ensuring all areas are presentable and clean

Maintaining high standards of customer service

- Welcome people to the Healthy Living Centre, offering opportunities to talk about wider health issues and ensuring that they are aware of all appropriate and available opportunities offered by Shoreditch Trust projects.
- Manage customer queries and expectations when they contact or visit Shoreditch Trust premises, liaising with wider teams where required.
- Assist with outreach and promotion where appropriate, to help increase bookings, footfall and awareness.
- Maintain and guarantee client confidentiality at all times.
- Ensure that all visitors are greeted with high standards of customer service.

Ensuring the smooth and safe running of the Healthy Living Centre and Waterhouse

- Ensure that venues are presentable, welcoming, accessible, relaxing, practical and safe.
- Contribute to ongoing maintenance by identifying and promptly reporting any issues to the relevant member of staff and liaising with suppliers to support any management and cleaning work.
- Ensure that both venues have a full inventory of equipment and resources required to maintain standards of delivery.
- Follow processes and systems as required, including daily duties such as cash ups and financial reporting, setting up and tidying away rooms and undertaking laundry using onsite facilities.
- Act as a named first aider and fire warden for the venue (training can be offered) working with relevant staff to ensure that appropriate risk management policies are followed.
- Communicating your availability with the Front of House Supervisor promptly.

Serving drinks and delivering food (Waterhouse only)

- Serving customers and visitors speedily, courteously and with warmth
- Communicating with the kitchen as orders are received, processed and delivered.
- Checking food for any mistakes and ensuring dishes are going to the correct table.
- Contribute to a high standard of food delivery on dishes and identifying and reporting any issues with the kitchen.
- To be knowledgeable of the dishes and products that the kitchen and the bar serve.
- Ensure all cash and stock are kept safely whilst on the premises.

Ensuring all areas are presentable and clean

- Notice areas that are not clean/presentable and take action to remedy problems.
- Being aware of surroundings, working efficiently but also carefully.
- Carrying out all Front of House tasks directed by management.
- Carry out deep clean tasks every week.
- Ensure all maintenance tasks are carried out, relaying any issues to the correct staff.

Person Specification

Education and Professional Qualifications - Desirable

- GCSE English & maths or equivalent education, grade C or above.
- Emergency First Aid at Work and Fire Warden certificates.
- Qualification relating to customer service.

Experience - Essential

- At least one year's experience of working a similar or relevant customer-facing role.
- Working or volunteering in a multi-cultural, community setting.
- Managing and being responsible for bookings.
- Handling personal details and managing confidential data.

Experience - Desirable

- Working or volunteering with young people and adults with additional needs.

Knowledge, Skills and Aptitudes

- Confident and capable communicator with good spoken and written English.
- Excellent customer care skills.
- Able to work effectively and sensitively with people from diverse cultures and backgrounds.
- Able to communicate effectively and sensitively with individuals who have physical or mental health needs or learning difficulties.
- Able to communicate effectively with people who are troubled or in distress.
- Able to maintain discretion and client confidentiality at all times.
- Excellent organiser and able to juggle multiple tasks simultaneously.
- Able to manage your time effectively and independently.
- Excellent attention to detail and able to input data with a high level of accuracy.
- Able to be flexible and adaptable in potentially complex or challenging situations.
- A strong interest in and commitment to the aims and ethos of Shoreditch Trust.
- IT literate with a working knowledge of Microsoft Office, including Word and Excel.

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.
- To meet the hygiene requirements of food service you should be well groomed.

Corporate Responsibilities

- Demonstrate high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration.
- Keep customer care as the major priority for service provision.
- Ensure the service is promoted efficiently, effectively and in keeping with the aims of Shoreditch Trust.

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and at-risk adults 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.

This 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 at-risk adult safeguarding.

This role involves working with children and at-risk adults on a daily basis and therefore requires a detailed understanding and informed implementation of the Shoreditch Trust Safeguarding Policy alongside a valid, satisfactory Disclosure and Barring Service check.

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.