

Shoreditch Trust

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Shoreditch Trust Front of House Staff

Job Description

Managed by: Head of Customer Services

Rate of pay: £11 per hour

Contract: Casual, hours vary

Probation: Three months

Based at: Waterhouse Restaurant, 10 Orsman Road and Café, 6 Orsman Road

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

Holiday: 30 days + bank holidays (pro rata)

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.

Purpose of this post

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.

Storey Café is open throughout the day for coffees, teas, snacks and light bites.

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

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

Job Description

The work plan will be focused on four main areas:

1. Maintaining high standards of customer service
2. Ensuring the smooth and safe running of venues
3. Making and serving drinks and delivering food
4. Ensuring all areas are presentable and clean

1. Maintaining high standards of customer service:

- Welcome customers to our venues
- Manage customer queries and expectations when they contact or visit Shoreditch Trust premises, liaising with wider teams where required.
- Managing and being responsible for bookings
- Handling personal details and managing confidential data

2. Ensuring the smooth and safe running of Waterhouse Restaurant and other venues when required:

- Ensure that WH and 6 Orsman Road Café are presentable, welcoming accessible, 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 management and cleaning.
- Ensure that venues have a full inventory of equipment and resources required to maintain standards of delivery.
- Follow process and systems as required, including daily duties such as cash ups and financial reporting, setting up and tidying away rooms when necessary.
- Act as 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.

3. Making and serving drinks and delivering food:

- Serving customers and visitors speedily, 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 stock are kept safely whilst on the premises.

4. Ensuring all areas are presentable and clean:

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

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.

Essential Person Specifications

- Have a passion for great coffee and be Barista trained (additional training will be provided as part of the job)
- GCSE English & Maths or equivalent education, grade C or above
- Good communication skills and team work
- Excellent customer care skills
- At least one year's experience of working in a similar role
- Good understanding of hygiene and safety regulations
- Working or volunteering in a community setting
- Able to manage time effectively and independently
- Strong writing skills, proof reading and attention to detail
- Able to work effectively and sensitively with people from diverse cultures and backgrounds
- Able to learn quickly and follow instructions
- You will often need to multitask, therefore a hard-working attitude is key here

Shoreditch Trust Values

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.