



The Bishop's Palace
WELLS · SOMERSET

Job Description

Title	Food and Beverage Assistant
Hours	Full Time and Part time hours available. Includes weekdays, weekends, bank holidays and occasional evening work.
Pay	£12.00 per hour
Report to	Head of Catering
Purpose of role	To work within the team to deliver the highest standards of customer care in a busy catering setting.
Purpose, Vision and Values	<p>As a charitable organisation our aim is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>Our Vision To inspire and touch the lives of many by offering joy, healing, hope and wellbeing.</p> <p>Our Purpose To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all.</p> <p>What we value Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability</p>
Key tasks – what the Palace Trust expects	<ul style="list-style-type: none"> • Carry out all tasks to ensure smooth operation of food and beverage service and maintaining highest possible customer service standards • Maintain high levels of cleanliness and hygiene at all times • Record all food and beverage sales accurately using till systems • Replenishing and rotating café stock • Carry out and assist in running of any onsite private events • Assist in carrying out shifts in any food and beverage outlets • Assist with food preparation and support kitchen team as required • Assist staff with customer feedback and complaints • Carry out café close-down procedures including cashing up and banking • Adhere to Health and Safety regulations set out by The Palace Trust in accordance with its statutory regulations • Ensure good communication between catering team, and the wider Palace team • Attend training courses as required • In addition to above, the post-holder may be required to undertake other reasonable duties and responsibilities to be agreed with Catering Manager.
What you can expect from The Palace Trust	<ul style="list-style-type: none"> • 25 days annual leave per year (pro rata) • Opportunity to join The Palace Trust's pension scheme • Opportunity to support your local community through volunteer days • Access to the organisational Employee Assistance Programme • 50% staff discount in The Bishop's Table • Training and development to undertake the role

Key internal contacts	<ul style="list-style-type: none"> • Catering Manager • Catering Supervisor 	<ul style="list-style-type: none"> • Chefs • Visitor Experience Team
About The Bishop's Palace	<p>The site and buildings of The Bishop's Palace and Gardens is owned by the Church Commissioners and managed by The Palace Trust. As a charitable organisation our mission is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>The Bishop's Table café serves locally sourced homemade food and drinks, with one of the best views in Wells. There are also seasonal food & beverage offerings around the site.</p>	

Person Specification

	Essential	Desirable
Knowledge and experience	<ul style="list-style-type: none"> • Barista experience • A-levels or equivalent • Experience working in a busy café or restaurant • Record of providing excellent customer service standards • Experience handling money 	<ul style="list-style-type: none"> • Level 2 Food Hygiene Certificate • Understanding of food and drink allergens
Skills and abilities	<ul style="list-style-type: none"> • Fantastic customer service skills • Ability to anticipate problems before they occur • Ability to work under pressure in a fast-paced environment • Ability to work as part of a team and use initiative 	
Personal attributes	<ul style="list-style-type: none"> • Professional, well presented and punctual • Flexibility in relation to working hours that will include weekends and bank holidays • Willingness to support all members of the organisation and to be flexible in the tasks that are undertaken • Treats people with fairness, respect and consideration without regard for their position, status or background. 	