



The Bishop's Palace
WELLS · SOMERSET

Job Description

Title	Food and Beverage Assistant
Hours	Part time hours available. Working on a rota basis, shifts will include weekdays <u>and</u> weekends. Plus some bank holidays and occasional evening work.
Pay	£13.45 per hour (Real Living Wage)
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) (Increasing with length of service)• 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

	<ul style="list-style-type: none"> • 50% staff discount in The Bishop's Table • Training and development to undertake the role 	
Key internal contacts	<ul style="list-style-type: none"> • Head of Catering • Food & Beverage Supervisors 	<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"> • At least 2-years Barista experience • A-levels or equivalent • Experience working in a very 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 • Experience of service alcohol / bar work
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. 	

To Apply: Please send your CV along with a cover letter to:

Recruitment@bishops palace.org.uk Applications will be reviewed each week and applicants who are shortlisted against the person specification invited to interview.

