JOB DESCRIPTION

**Job Title** Hospitality/Events Assistant

**Department** Trading Company

**Reports to** Deputy Director

**Term** Casual, zero hours

**Salary range** Minimum Wage

**About the Food Museum**

The Food Museum connects people with where food comes from and the impact of our food choices: past, present and future. We use our collections, buildings, landscape and programmes to explore our main themes: Grow, Make, Eat.

We work with a wide range of partners to produce inclusive and diverse programming which speaks to 21st-century audiences. We want everyone to see themselves reflected in the work we do. We aim to be relevant, challenging and sustainable.

We care for 17 historic buildings set in 84 acres of countryside, in the heart of Stowmarket, Suffolk. The museum is a charity supporting the community and we undertake a wide range of social projects and programmes. We seek to maintain high professional standards in the presentation and protection of our collection, buildings and site and continually improve our practice.

**Purpose of the Job**

Our hospitality and events team not only provides a lively programme at the museum but also helps us to reach a wide audience. From weddings to festivals and everything in-between, this is a busy team which takes pride in delivering a high-quality experience for all our users.

You will support with the delivery of events, weddings, corporate hire and with our café and catering on-site by providing exceptional customer service.

**Who are we looking for?**

The role is an interesting and diverse one and we are looking for individuals who genuinely enjoy customer interaction. You will be flexible, reliable, and capable of multitasking and taking responsibility. We are looking for team members who have a strong team ethic and focus on delivering high levels of service and professionalism. You will have great attention to detail and the ability to follow instructions.

**What will the job involve?**

1. Main duties:
2. Help to organise, setup and ensure the smooth running of events, weddings, corporate hire and catering.
3. Be responsible for security and safety at events either as part of a team or as lead for an event. Respond appropriately in the event of an emergency or incident. Open up and lock up buildings as per agreed procedures. Uphold entertainment, food and alcohol licensing principles. Ensure that museum policies relevant to events are followed.
4. Deliver customer service, providing a high standard of service to our guests. Be an advocate for the museum’s vison and values.
5. Set up and break down events equipment, including moving furniture and collecting refuse.
6. Liaise with external caterers and suppliers for events, giving access and making sure they are correctly sited and comply with site standards.
7. Cover shifts in the café: provide extra support for our onsite café, (barista training and food hygiene training will be given).
8. Cover shifts in the museum shop: welcome guests, sell memberships and tickets and answer visitors’ questions.
9. **This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.**
10. Staff must be aware of and abide by the museum's policies. All staff must work in such a manner as to ensure their own safety and the safety of others – including members of the public – and report to their manager any hazards, dangerous occurrences, or dangerous equipment they see, and any accident they are involved in or that they witness.

**Skills and Experience – what we require.**

If you are unsure about any of this or would like to talk to someone about whether your experience is applicable, please get in touch with the Deputy Director, Samantha Prince – Samantha.prince@foodmuseum.org.uk

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| **Essential criteria – you need to have these** | **How this will be assessed** |
|  | Good general education with good level of literacy and numeracy. | Application form and interview |
|  | Understanding and commitment to the museum’s remit. | Application form and interview |
|  | Strong personal skills, ability to communicate effectively both verbal and written, take and give direction and stay calm in difficult situations.  | Application form and interview |
|  | Excellent personal presentation skills.  | Application form and interview.  |
|  | Strong organisational skills, ability to think on your feet and still give attention to detail. | Application form and interview |
|  | Understanding and commitment to a high standard of customer care and a high degree of maturity is needed for this role.  | Application form and interview |
|  | Understanding of health and safety. | Application form and interview |
|  | Flexible and available especially on weekends and evenings, need to maintain a high level of commitment and reliability. | Application form and interview |
| **Desirable criteria – it would be a bonus to have these** |
|  | Experience of hospitality and events. | Application form and interview |
|  | Experience of working in a licensed environment with an understanding of the sale of alcohol laws.  | Application form and interview |
|  | Experience of working in a visitor attraction, shop or café  | Application form and interview |
| **Behaviours – how we expect you to act** |
|  | Be creative and imaginative: identify opportunities to deliver added value, be thoughtful; be able to solve problems and think for yourself as well as take direction. | Interview  |
|  | Be effective and efficient: take responsibility for managing own work; stay focused on getting the job done; have a can-do approach; plan and think ahead and make decisions mindful of their cost and environmental impact. | Interview |
|  | Be tactful and collaborative: work well and supportively with other staff, volunteers, and external people. | Interview  |
|  | Communicate clearly: be precise and assertive – especially when dealing with difficult issues. Think about how to talk to people to get the best out of them. Listens to and respects diverse voices. | Interview |

**Additional Information**

**Terms and Conditions**

1. The annual leave allowance is 30 days per annum inclusive of 8 public holidays pro rata. You will be paid in lieu of leave.
2. Holidays will need to be agreed at least four weeks in advance to ensure full cover can be provided.
3. There will also be opportunities to pick up extra shifts, including holiday cover and catering for special events.
4. There is a requirement to work evenings and weekends, and at the museum’s core events: Bonfire Night, Beer Festival, Primadonna, Christmas Fayre.
5. The successful candidate will be on probation for 6 months.
6. The museum has a pension plan to which the successful candidate can be signed up if eligible.
7. You may be expected to wear uniform which consists of museum-branded tops/plain black top and plain trousers or skirt. You are expected to maintain excellent standards of personal presentation.
8. This role is not suitable for applicants under 18 due to the licensing responsibilities at events.
9. Occasionally you will be required to attend meetings and training outside your core working hours, for which you will be paid.

##### Selection

We will score candidates against the criteria listed under ‘Skills and Experience’. The top-scoring candidates will be invited to interview. It is essential that your application form addresses the criteria fully. We suggest listing them on your application form and setting out your specific experience under each one.

##### To Apply

Please apply using the museum’s application form and not by CV. You should also complete a separate Recruitment Monitoring Form.

**The closing date for receipt of applications is Monday 26 August at midnight.**

**Interviews will take place on Thursday 28 August.**

We will acknowledge receipt of your application and provide feedback if you would like it.

**The Museum is committed to equal opportunities and welcomes applications from candidates of any and all backgrounds. As part of our commitment to diversifying the workforce, we offer guaranteed interviews to people from diverse cultural backgrounds and candidates who have hidden or physical disabilities who meet the essential criteria.**