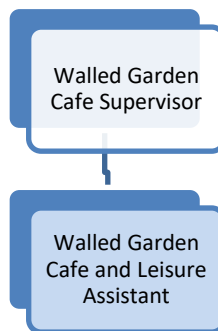




Job Description & Person Specification

Job Details

Walled Garden Café and Leisure Assistant – Woodcote Park



Role Purpose Statement:

Responsible for the day to day operational tasks of the Walled Garden cafe area, seeking to deliver the very highest standards of service to Woodcote Juniors, Members and Guests. To take personal responsibility for all standards of service across the Walled Garden with attention to; the front of house area within the Walled Garden, café operation, member journey including bookings and payment and the manning the Creche area in the garden cottage. To work in sync with the rest of the Walled Garden and extended Woodcote Park team to ensure the optimum experience for members and guests alike.

Main Accountabilities:

Service Quality

- *Give the Member a journey and experience of the highest quality, consistently meeting the standards and expectations of Royal Automobile Club Members.*
- *Maintain the Walled Garden facilities to the highest standard, ensuring that all items of maintenance and housekeeping are reported and followed through*
- *Scrutinize each area of operation in terms of cleanliness and function to ensure that standards are kept throughout the hours of operation.*
- *Effectively communicate with all members of the team to ensure consistency and completion of actions*
- *Conduct all member communications to the standards set by the Royal Automobile Club*

Service Delivery/Operations

- *Ensure high quality consistent standards are maintained in service, feel and experience, in line with*

Leading Quality Assurance benchmarking targets.

- *Ensure that you have an awareness of sessions, courses and events on site so that you can appropriately prepare for operations.*
- *Attend and participate in Club events where necessary.*
- *Become a key part of specific Walled Garden Events*
- *To operate the café POS and servery areas within the Walled Garden Facility, liaising with the Food & Beverage team where necessary.*
- *To operate the crèche facility booking system, working in proximity with the WG crèche provider.*
- *Facilitate member sales for Woodcote Juniors and full memberships.*
- *Ensure that systems are upheld in order to keep to the maximum capacities and course thresholds.*
- *Actively participate in all training and induction processes that are set out as part of the role. Share knowledge with other staff members.*
- *Participate in and encourage effective communication. Keep up to date with important events, promotions and member matters*
- *Be open and willing to step into shifts and cover sessions to the benefit of the club and the Walled Garden Facility.*
- *Carry out reasonable requests that relate to all aspects of the Walled Garden Facility operation.*
- *Complete annual appraisal forms and work towards/achieve all targets set out.*
- *Ensure that timekeeping is a priority and that you are ready for work at the start time of each shift.*

Health and Safety/Compliance

- *Compliance with the rules of the Clubhouses Health and Safety Policy*
- *Full compliant of the Club's food safety policy, including appropriate food safety training*
- *Buy-in to a positive health and safety culture, participate in information sharing and practical application.*
- *Uphold all safeguarding measures to protect members and staff alike.*
- *Ensure the operation is always fully compliant with the Club's Normal Operating Procedure, and Standards are being met.*
- *Contribute to a positive health and safety culture.*

Person Specification

Qualifications & Training (Measured through CV)		
Essential		Desirable
		Recent DBS Check Safeguarding
Knowledge (Measured through CV and Interview)		
Essential		Desirable
Experience of delivering a high-quality service IT competent		Experience of working in the leisure or hospitality industry Club environment experience Knowledge of leisure programming and booking systems Safeguarding knowledge/experience
Skills and Abilities (Measured through CV and interview)		
Essential		Desirable
Well organised and structured Strong communicator Adaptable and flexible IT competent A demonstrable attention to detail		
Personal Qualities (Measured through CV and interview)		
Essential		Desirable
Presentable Approachable Diplomatic Resilient Principled		
Values	Core Behaviours	Leadership Behaviours
Heritage Excellence Accountability Respect Trust	Focused Passionate Team Player Integrity Responsible	Listens Empowers Demonstrates Inspires Fair