

Z-café and FOH Assistant job description



TITLE: Part-time Front of House/Café Assistant

RESPONSIBLE TO: House Manager/Café & FOH Supervisor

Dedicated to inspiring creativity, Z-arts delivers a broad range of visual and performing arts events, performances, exhibitions, activities, workshops and participatory opportunities. One of the most versatile cultural buildings in Greater Manchester, Z-arts has an excellent track record in engaging young people of all ages in creative participatory activities and theatre that is for and represents the modern family.

PURPOSE: To work as part of the FOH/Café team

HOURS: Part time (hours to be agreed but in the region of an average of 15 hours per week). A good deal of flexibility is required for this role with some Saturday working and some late evening work required.

MAIN AREAS OF RESPONSIBILITY:

- 1) Preparation and Service of food and drink (alcoholic and non-alcoholic) to customers in a polite, friendly and helpful manner
- 2) Stock rotation and monitoring
- 3) Keeping café area clean and tidy; tables clean, chairs tidy, any debris swept up, highchairs clean
- 4) Operation of an electronic cash register
- 5) Operation and regular cleaning of an espresso machine
- 6) Stewarding performances or acting as an assistant in running events (checking tickets, helping people be seated, etc.), ice cream sales, pop up bars.
- 7) Assisting in Monthly stock take procedures
- 8) Keep up-to-date with Z-arts programme of work, box office and building information etc., as to effectively advise customers
- 9) Ensure that the café tables are always stocked with brochures and leaflets pertaining to Z-arts activities and that posters are up to date and relate to events at Z-arts

- 10) Take part in any extra training as required and take a proactive approach in remaining aware of Café Bar Policies.
- 11) Assist in the maintenance of all-necessary fire and Health and Safety Regulations and to take emergency action as required in the event of an evacuation or similar event within the building.
- 12) To work with the entire staff team to support and deliver Z-arts strategic and creative vision.
- 13) Any other duties to assist Z-arts staff as directed by your line manager.
- 14) To adhere to all Z-arts policies and procedures.

General information:

To comply with legislation covering the activities at Z-arts, it is required that all staff undertakes training as directed by their line manager. It is also essential that all staff carry out their duties in a safe manner in accordance with the current Health and Safety at Work legislation.

Person Specification

The successful candidate will be able to demonstrate the following:

- 1) Ability to prepare and serve a range of simple snacks and sandwiches
- 2) Ability to use a fresh coffee machine to serve a range of coffees (training will be given if necessary)
- 3) Experience of cash handling.
- 4) A friendly and welcoming demeanour
- 5) Ability to work effectively under pressure and deal with conflicting demands.
- 6) Ability to demonstrate strong communication skills.
- 7) Ability to work well in diverse team and cooperate with others.
- 8) Excellent time keeping skills, conscientious and punctual.
- 9) Excellent standard of personal presentation and hygiene.
- 10) An understanding of equal opportunities practices.

The following attributes would be desirable:

- 1) Level 2 Food hygiene certificate
- 2) Personal Licence holder
- 3) Experience of working in an arts venue or theatre