



THE DONKEY SANCTUARY

WORKING WORLDWIDE

FRONT OF HOUSE ASSISTANTS X 6

THE KITCHEN RESTAURANT

The Donkey Sanctuary

Sidmouth

Devon

EX10 0NU

England

00 44 (0) 1395 578222



PRINCESS ROYAL
TRAINING AWARD
2018



Employment Package

Contract

This is a variable hours, fixed term contract starting as soon as possible until 31st December 2019. Shifts will be discussed with the Line Manager but flexibility will be required for weekend working and to cover school and half-term holidays.

This is a multi-site, 7-day operation and therefore there may be some requirement to work flexibly to meet the needs of the Charity.

Salary

The starting salary for this role is Band 2 - (Under 18 years) £6.25 per hour & (18 years and over) £9.00 per hour.

Holiday

31 days holiday per year, inclusive of the 8 statutory public holidays. This increases by one day each year until a maximum of 34 days (pro rata for part time employees) is reached.

Probationary Period and Review

Your probationary period will be 3 months. During this period, should either you or the Charity wish to terminate your employment, your notice period shall be 1 week. After 3 months of employment the notice period is 1 month.

Performance Reviews

Employees have the opportunity of a probationary review meeting with their Manager at the end of their probationary period.

Pension Scheme

The Charity values its employees and believes that pension contributions are an important part of the benefit package offered. The Donkey Sanctuary exceeds the government recommended rate amounts as shown in the table below:

Band	Employer Contribution	Employee Contribution
1 - 9	5.5% of annual salary	2.5% minimum
10 - 17	7.5% of annual salary	3.5% minimum
Executives	10.5% of annual salary	4.5% minimum

The scheme is administered following government set auto enrolment rules. New members of staff will receive an information sheet from Human Resources as part of their starter pack which explains the scheme and the postponement rules. A mandatory postponement letter will be generated by payroll and distributed with your first month's payslip, this will also provide details on eligibility and early opt-in instructions. After three months of employment you will be assessed, following current government auto enrolment criteria, and, if eligible, will be auto-enrolled into The Donkey Sanctuary Group Personal pension scheme.

Closing Date for applications: 12.30pm on Wednesday 13 February 2019

Job Description

FRONT OF HOUSE ASSISTANT

Band 2

Responsible to: Front of House Supervisor

Directly responsible for: N/A

Our Vision and Mission

The Donkey Sanctuary is working for a world where donkeys and mules live free from suffering, and their contribution to humanity is fully valued. We will achieve this by transforming the quality of life for donkeys, mules and people worldwide through greater understanding, collaboration and support, and by promoting lasting, mutually life-enhancing relationships.

Overall Purpose

Working with the Front of House team, ensure excellent customer service is delivered by giving a warm welcome to all visitors and engaging them in the charity at every opportunity and ensuring that service exceeds customer's expectations at all times.

Main Duties and Responsibilities

- Ensure that all 'Kitchen' customers receive a warm welcome and excellent customer service.
- To provide a friendly, helpful and approachable image of The Donkey Sanctuary.
- To serve food and beverages to customers, including barista coffee to a consistently high standard
- Deliver food to tables and clear trays.
- To ensure secure cash handling and efficient and accurate use of the till.
- Keep the front of house and counter areas clean, ensuring the correct use, cleaning and maintenance of equipment and keep records as required complying with food hygiene regulations
- To assist in putting away deliveries and ensuring stock rotation.
- To assist in food preparation as required.
- To carry out dishwashing duties to a high standard.
- To empty bins, keeping bin areas neat, clean and tidy and taking recycling to designated point.
- To perform general cleaning duties to a high standard, in accordance with the cleaning schedule.
- To carry out any other reasonable duty as may be required.

Responsibilities of all Donkey Sanctuary Employees

- Act as an effective Ambassador for the Charity, demonstrating behaviour which supports the Charity's strategy and values and work in a way which promotes the standards described in the Competency & Standards Framework;
- To work within the Charities' guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;
- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships.

Hours

Variable hours. This is a multi-site 7-day operation and there may be some requirement to work flexibly to meet the needs of the charity.

Location

Based at The Kitchen Restaurant in The Donkey Sanctuary, Sidmouth. There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

Person Specification

Essential

- Experience of working front of house in a high-volume catering operation
- Able to demonstrate excellent customer service skills; which includes experience of dealing with enquiries and complaints from members of the public;
- Strong communication skills and the ability to interact with visitors of all ages and backgrounds;
- Excellent verbal communication skills
- Good organisational skills
- Fluent in English;

Desirable

- Able to demonstrate previous cash handing and till experience
- Barista trained
- Basic food preparation skills
- Experience of working in a commercial kitchen
- Level 2 Food Safety Certificate
- Experience of record keeping/paperwork
- Full valid driving licence.

Personal Attributes

- Recognises the importance of customer service and strives to deliver high standards
- Maintains performance, professionalism and composure when under pressure;
- Ability to work as part of a team;
- Self-motivated with a flexible attitude;
- A friendly and approachable personality;
- Able to demonstrate the ability to establish, build and maintain successful relationships with staff and supporters;
- Able to present a positive professional image of The Donkey Sanctuary at all times.

Note: To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing. Please sign below to state that you have read and understood your job description.