###### Job Description

|  |  |
| --- | --- |
| **Job Title**:  | Counter Assistant / Front of House  |
| **Management Structure**: | Reports to: Southern Regional Manager |
| **Location**:  | Based at: Abbevilles Restaurant, Clapham |
| **Hours per week**: | 15 hours per week – evenings/weekends |

**Background:**

First Step Trust (FST) is a charity that provides work experience, training and employment opportunities for people excluded from working life because of mental health problems or other disadvantages (workforce members).

Our approach is about giving workforce members the chance to overcome some of the difficulties facing them by getting them involved as colleagues. We provide ‘on the job’ training, advice and support to enable each person to improve their basic skills and knowledge of the trade. This includes supporting workforce members to gain recognised qualifications and access to work placements with our customers and other organisations.

Abbevilles recently refurbished is a social enterprise that works for and with the local community. We have recently coverted Abbevilles into a Fish & Chip shop which is currently providing a takeaway service but once the restrictions are lifted will allow for our customers to sit in or takeaway.

**Job Role:**

An exciting opportunity for someone with front of house experience who is looking to develop their skills within a social enterprise. This is a hands-on role which includes working alongside Kitchen staff to ensure that good quality customer service is provided.

To ensure that workforce are involved as work colleagues and receive training and support to develop their employability skills and experience in the catering industry.

**Main Duties:**

* To assist in the set up and maintenance of all restaurant service areas
* Develop and train workforce on front of house service, procedures, protocols and customer service.
* Provide a high quality of customer service to all guests at the Fish & Chip shop
* To ensure that all duties are carried out in accordance with First Step Trust’s policies and procedures as well as statutory requirements, including food hygiene regulations.
* To manage all payment transactions in accordance with First Step Trust’s financial polices and procedures.
* To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
* To manage end of day finances, lock up and other procedures.
* To involve members of the workforce as colleagues in all aspects of the restaurant ensuring they take real responsibility for the management and day to day running of the restaurant.
* To provide regular, accurate, appropriate and timely information about the progress of the restaurant to the general manager to agreed deadlines.

**Person Specification**

**Qualifications and Experience:**

* Experience of dealing with finances, cashing up, taking payments and petty cash handling.
* Food Hygiene level 2
* 1 years experience in a customer service facing role.

**Knowledge and skills:**

* Passion for service and presentation.
* An excellent customer service ethos

**Essential Attitudes:**

* Hard working with a flexible approach.
* A pro-active and willingness to learn attitude.
* Commitment to opposing discrimination and actively promoting equality of opportunity by encouraging the trainees to meet the challenges and responsibilities of ordinary working life.
* Understanding and commitment to the values, principles and approach of First Step Trust.

**How to apply:**

Please email a copy of your CV to Katie Ryan E: katie.ryan@firststeptrust.org.uk