

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Economy & Place
SECTION:	Rochdale Town Hall
LOCATION:	Rochdale Town Hall, The Esplanade, Rochdale, OL16 1AZ
JOB TITLE:	Casual Bar and Waiting Staff
Grade:	1
Accountable to:	Events Manager, Events Co-ordinators, Bar Cellar Team Leader
Accountable for:	
Hours of Duty:	Casual/Flexible hours
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This post is not Politically Restricted in accordance with the current regulations. External candidates applying for this role must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

This role will support the Events Manager, Events Co-ordinator and Bar Cellar Team Leaders with delivering a coherent operation, ensuring a smooth service that reflects the needs of our customers.

To set up and prepare tables for dining/eating, wait-on and serve food and beverages and clear tables for all function and events

Control of Resources

Personnel

Responsible for the direction, support and motivation of one's self and colleagues.

Equipment/Materials

The post holder must be responsible for the efficient and effective use of equipment and materials within the service area. The post holder is also responsible for the equipment they use, ensuring its proper maintenance and compliance with Health and Safety legislation.

Health/Safety/Welfare

Take responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Willingness to be trained on the safe use of numerous pieces of front-of-house equipment which have the potential to cause serious harm if misused.

Equality and Diversity

To work in accordance with the Authority's policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships

Internal

The post holder will be expected to maintain a number of relationships within the council, including but not limited to:

- Rochdale Town Hall Kitchen, Restaurant and Bar Teams
- Rochdale Town Hall Events Team
- Rochdale Town Hall Building Management Team

External

- Members of the public
- Elected members

Responsibilities

The post holder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

The post holder must always approach the job using the values set out below:

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our approach

The post holder must be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. To work as part of a team helping to prepare, serve and carry out table waiting and service duties for all functions and events in a professional and friendly manner that reflect an excellent customer standard and service at all times.
2. To set up tables and chairs for events at Rochdale Town Hall.
3. Work will include but is not restricted too:- Waiting on tables, clearing tables, setting up cutlery, crockery, glassware and other table items, service of food and drinks, serving customers and takings orders for the bar.
4. To maximise good customer relations with colleagues and customers
5. Advise line manager(s) of all serving issues immediately.
6. Advise manager(s) of all customer issues/complaints immediately.

7. Ensure all glasses plates, cutlery items are clean and tidy before serving consumer.
8. Keeping tables clear of used plates and cups items as directed by the manager, team leader or co-ordinator leading during events and functions.
9. Assist with the collection and cleaning of all used table items at the end of an event and/or function as directed.
10. Keep the function and work spaces area clean and tidy at all times.
11. Ensure food preparations areas are kept clean and tidy
12. Ensure all breakages are cleaned immediately up and disposed of correctly.
13. Ensure fresh iced water is kept topped up at all time.
14. Ensure that used and empty wine, beer and soft drink cans and bottles are removed from the tables and disposed of and recycled correctly.
15. Ensure you dress as directed, in sensible and appropriate clothing for serving drinks and waiting on tables within the Town Hall.
16. Ensure food hygiene and health and safety regulations are adhered to at all times.

Secondary Duties

1. To provide table service for drinks as directed.
2. Assist in the cleaning up of spillages.
3. Ensure leftover food Items are disposed of and that plates are as clean as possible before placing in the dishwashers.
4. Ensure that food items are disposed of correctly.
5. Ensure that any lost property or customers items left behind are brought to the attention of the Events Co-ordinator or Events Manager
6. Ensure all plates, cups and glasses are stacked correctly, not too high so as to cause breakages.
7. Ensure that bins are emptied regularly and never left overflowing.
8. Ensure that all kitchen and catering areas are left clean and tidy at the end of the event/function.
9. Will be asked to move/carry large food items and packages.
10. As directed, to restock fridges and cupboards ready for the morning.
11. As directed, to restock store cupboard with all cutlery so it's ready for reuse for the morning.
12. Operate and maintain the glass washer and dish washer.
13. Ensure stock rotation in service areas and in store rooms.
14. Practicing and encouraging good housekeeping with energy conservation and equipment.
15. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.

16. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job description prepared by: N Grindrod **Date:** March 2025

Agreed by post holder: _____ Date: _____

Supervisor: _____ Date: _____

Service Director: _____ Date: _____

Rochdale Borough Council
Person Specification

Service :	Economy & Place	Post:	Casual Bar and Waiting Staff
Section :	Rochdale Town Hall	Post Number :	TBC
Job Ref:	001577	Grade:	1

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria Our ideal candidate should be able to:	Essential (E) or Desirable (D)	How Identified AF - Application Form I - Interview A - Assessment
(a) Special Working Conditions		
Demonstrate the ability to work flexibly, including evenings, weekends and Bank Holidays.	E	I
If you are an external candidate, please confirm you are a Rochdale Resident who lives in the municipal boundaries of the borough of Rochdale? (e.g. if your household pays council tax to Rochdale council)	E	AF / I
(b) Qualifications and Experience		
Evidence training or qualification undertaken in hospitality management, leadership or other subject relevant to the role.	D	AF
(c) Skills and Knowledge		
Demonstrate clear communication, motivation and guidance.	E	AF / I
Evidence a strong understanding of customer service and the ability to exceed the customer's expectation.	E	AF / I
Ability to work alone and as part of a team to achieve a common goal.	E	AF / I
Illustrate good financial awareness, understanding of cash handling procedures and how to minimise theft.	E	AF / I
Demonstrate a previous success or initiative which achieved increased revenue or improved customer's feedback.	D	AF
Show an understanding of the health and safety responsibilities, statutory duties and legislation a front-of-house team should follow in the provision of a restaurant service.	E	AF / I
Illustrate an understanding of equal opportunities, accessibility issues and a commitment to creating a diverse and accessible venue, programme, workforce and audience.	E	I
(d) Behaviours and Values		
Approach the job at all times using the values set out below: • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach Be willing to adhere to these values and behaviours.	E	I