



**Thinking  
Stockport**



**Achieving as a  
Team**



**Working with  
Ambition**



**Showing everyone  
Respect**

## Job Profile and Working for Stockport

### Our Council

Join us at Stockport Council – Best for Inclusion winner at the Greater Manchester Good Employment Awards 2026

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

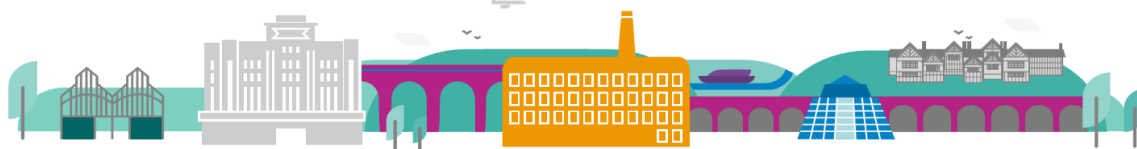
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





# Ambitious Stockport, creating opportunities *for everyone*

## About the Job

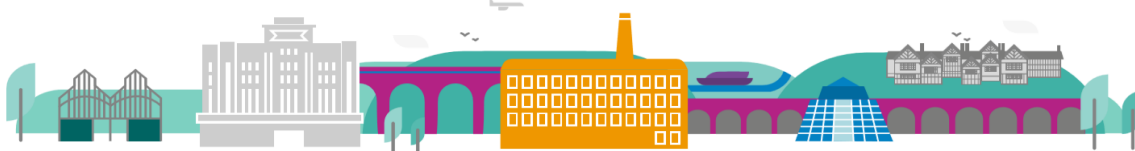
<b>Role:</b>	Food and Beverage Assistant (Casual)
<b>Service Area:</b>	Events
<b>Directorate:</b>	Services to Place
<b>Salary Grade:</b>	Scale 2

### Main Purpose of the Job

To provide food and beverage service and a high level of customer service to guests attending events across a portfolio of Venues managed by Stockport Council.

### Key Responsibilities and key areas

- Assist in the delivery of Events across a portfolio of Venues managed by Stockport Council
- Be fully aware of what is needed for the operational delivery of Events by regularly observing the weekly event function sheet
- Attend training sessions and courses and to assist with the 'on-the-job' training of new staff, as required.
- Have basic bar product knowledge in order to be able to upsell to customers wherever possible.
- Check identification of customers to make sure they meet age requirements for purchase of alcohol.
- Ensure the proper care and security of guest items along with the Venue's equipment, stock, furniture and fixtures, reporting malfunction or theft to the Hospitality Supervisor, immediately.
- Assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity, water, linen, and stationary, cleaning materials, china, glassware, silverware and other equipment.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene and fire prevention
- Carry out any other reasonable duty to assist in the smooth running of the operational delivery of Events



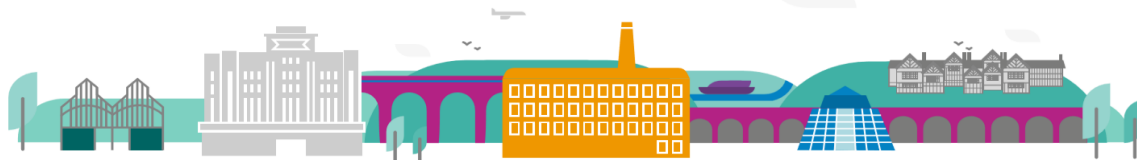
## Ambitious Stockport, creating opportunities *for everyone*

- Have basic knowledge of the hospitality Industry
- Work flexibly according to the needs of the business (including evening and weekend work)
- Comply with all Stockport Council's policies and procedures
- Carry out food and beverage service to guests in a courteous and efficient manner. Including; Bar service, table service and regularly checking that guests are happy throughout service across all function rooms associated with the Event.
- Uphold good housekeeping practices, ensuring a safe, clean, tidy and pleasant working environment.
- Ensure that all food & beverage items served are recorded in an appropriate manner in order that guests may be charged, and to operate a cash bar as and when required.
- Handle minor complaints in a professional and courteous manner and to provide appropriate solutions and immediately inform the Hospitality Supervisor/Event Coordinator of all cases.
- Pour all drinks to the recommended legal standard (correct measure) in the appropriate glassware.
- Notify the Hospitality Supervisor if you observe a particular item of stock is running low.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

### **Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.



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### About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.
- Experience of working in a customer service role providing excellent customer service.
- Experience of working flexibly to support teams, projects and activities.
- Experience of working with an EPOS system.
- Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate.
- Experience of food and beverage service within the hospitality industry.
- Knowledge of food safety, Alcohol licencing and basic health & safety legislation.
- Ability to work with colleagues to achieve positive outcomes.