

Job specification

Job title: Events Hospitality Assistant
Service: Directorate – Strategy & Innovation / Culture & Events
Grade: G3
Reporting to: Events Hospitality Manager / Events Hospitality Supervisor

Your job

As part of The Deal 2030, Wigan Council are dedicated to celebrating our unique culture, sport and heritage through events, exhibitions and media and our staff are fundamental to achieving our goals.

You will be working in a busy indoor leisure centre, assisting the catering supervisor and the catering manager with the overall catering operation including the preparation and service of high-quality meals for the events, staff, and visitors to the centre.

You will participate in and ensure that general cleaning duties are carried out in accordance with the relevant policies and procedures.

You will be regularly moving heavy items up to 20kg and walking and standing for long periods on a daily basis.

Shift patterns will be varied so you will work flexibly to support events at weekends, evenings, and on bank holidays.

You will carry out a wide range of catering duties in an efficient and effective manner ensuring a high level of service is provided.

In this job you will

- Be part of the Events & Hospitality Catering Team and food and beverage operations to help ensure a quality service.
- Be compliant with Health and Safety, Food safety, Control of Substances Hazardous to Health (COSHH) and manual handling.
- Preparing and cooking food in accordance with specified menus and liaising with customers on dietary requirements and offer alternatives where required.
- Deliver catering duties such as serving, collecting food and maintaining a clean kitchen area at all times.
- Handle cash, using a point-of-sale system (POS) and assist in cash reconciliation.
- Participate in and ensure that general cleaning duties are carried out in accordance with current policies and procedures.
- Work to standard operational procedures.

- Record temperatures and other key audit requirements onto the appropriate monitoring forms reporting to the events hospitality management team where temperatures maybe outside the required limits.

Mandatory statement:

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will need

- To have high standards of personal hygiene and follow the departmental uniform code of practice.
- Willing to undertake relevant training within an agreed timescale – (this will cover food safety, COSHH etc).
- Excellent customer care skills with a good understanding of customer care principles.
- Excellent communication skills with a good level of written, oral and numeracy skills.
- Knowledge of basic Health & Safety principles and how to adhere to them in a food and beverage environment.
- Experience of working in a busy food and beverage operation.
- Knowledge of operating a Point-of-Sale System (POS)
- To have the ability to work unsociable hours including days, evenings, weekends, and bank holidays to meet the requirements of the service.
- To be flexible to cover for colleagues in sickness or annual leave absence.
- Ability to work flexibly and able to access a range of sites throughout the borough using own car or public transport.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest, and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest, and friendly
- Be efficient, flexible, and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough