



Truro
Cathedral
sacred space, common ground

Front of House Assistant



Our Vision, Ambition and Values

Vision

Our vision for Truro Cathedral is to create **Sacred Space** in which the holiness of God is encountered in an open and inclusive way and **Common Ground** where issues shared by the whole of humanity can be explored.

Ambition

Inspired by the Gospel of Jesus Christ, we work to build a welcoming, inclusive and engaging environment that, through the delivery of a diverse and inspiring programme of worship, events, educational activities and community outreach, fulfils and spiritually enriches all who experience Truro Cathedral.

Values

Love & Unity

We care for one another with compassion and kindness and our work is embedded in a spirit of love and cooperation as we come together to succeed in our mission for the Cathedral.

Dignity & Respect

We respect others and value diversity, embracing our similarities and differences with gentleness, self-control and a willingness to learn. We welcome expressions of spirituality, respecting and valuing those with different faiths or no faith.

Accountability & Integrity

We act with honesty, openness and integrity in everything we do. We use the resources entrusted to us wisely and effectively with transparency and accountability. We demand high standards of professionalism from ourselves every day, always striving to deliver excellence in our work.

Creativity & Courage

We are bold and challenge ourselves and others to question the norm. We explore new options and take intelligent risks, confident that we do so in a supportive environment. Committed to continual development, we embrace change and nurture personal growth.

Job Description

Job Title	Front of House Assistant
Hours of Work	25 hours per week between Monday to Friday, as per rota. Core shifts are between 10am and 3pm.
Line manager	Catering & hospitality manager

Overview and general duties

Working closely with catering & hospitality manager as part of the catering team you will assist in all catering areas in the day to day running of the cathedral's catering functions. We uphold the highest standards in customer satisfaction. You will be expected to demonstrate these values in your work along with our fresh food ethos, based on sustainability and traceability adhering to food safety and hygiene standards.

Key Duties and Responsibilities

1. Working in the restaurant, event catering, satellite coffee shop, pot wash or ice cream trike as directed.
2. Taking and delivering customer orders.
3. Dealing with money from customers and operating the till/card machine as directed.
4. Clearing customer tables in a timely and attentive way.
5. Cleaning and replenishing fridges, condiments and machines at the start and end of each day.
6. Preparing the catering area each day in line with the furniture lay-out plan.
7. Cleaning furniture, windows and floors when necessary.
8. Wearing uniform appropriate to your area of work.
9. Keeping your work area clean and tidy.

General

- Attend and participate in training courses as directed.
- Maintain confidentiality at all times.
- Take a positive and active part in the cathedral's annual appraisal/review system.
- Uphold the cathedral's values.
- Adhere to Truro Cathedral's policies and procedures.
- Working in other areas of Catering as are necessary for the smooth running of the business.
- This job description will be subject to regular review and amended to meet the changing needs of the cathedral.

Person Specification

Front of House Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE
Job Knowledge & Experience		Worked in a kitchen, restaurant or café previously
	An understanding of COSHH, HACCP and Basic Food Hygiene, Health and safety practices. Principles of food hygiene and storage/service. A knowledge of portion and food cost control	Awareness of principles of manual handling. Awareness of food safety and cleaning practices. Good all-round practical catering knowledge
	Experience of working in a team and working to deadlines with minimum supervision	Operation of cash register and/or card machine
	Following rotas	
Job Skills	Good preparation and presentation skills	
	Good customer liaison skills and the ability to communicate with people on all levels	
Educational qualifications	Educated to GCSE level or equivalent	Basic food hygiene NVQ level 1
Personal attributes	Flexible attitude to working hours especially covering for holidays, absences and Bank Holidays, evening and weekend working at short notice	
	High standard of integrity & reliability	
	Demonstrate good attention to detail	
	Ability to work in all areas of the Catering Department and demonstrate a positive attitude	

Terms & Conditions

Job Title	Front of House Assistant
Contract	Permanent
Salary	Meets minimum wage
Hours of Work	Weekly hours as per rota, agreed with catering & hospitality supervisor
Holiday	Pro rata based on full time holidays of 25 per year
Line manager	Catering & hospitality supervisor
Place of work	Truro Cathedral
Probation	The post will be subject to a one-month probationary period, during which time, either party may give the other one weeks written notice
Pension	You will automatically be enrolled onto the government's Nest pension scheme but can opt out if you wish. After successful completion of six-month probation period staff are eligible to join the Church Workers Pension Scheme (contributory employer 6%, employee 3%)
Smoking	The Cathedral operates a no smoking policy
Health & Safety	All staff are required to follow the policies and procedures set out in the employee handbook.
Equal Opportunities	Truro Cathedral operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies in all we do, including our campaigns and employment practices, membership of committees, all stages of recruitment or selection processes, working practices, conditions of work, and allocation of resources.
Safeguarding	<p>Truro Cathedral's safeguarding policy provides a framework to promote the welfare and protection of children and vulnerable adults. It is available at www.trurocathedral.org.uk or in the company documents area of BreatheHR.</p> <p>Training: The postholder will be expected to attend safeguarding training to Basic Awareness (C0) level. This will be arranged by the cathedral once in post.</p>