



Role Profile

Hospitality Outlet Team Member
Inclusive Economy & Sustainability

Role Profile: Hospitality Outlet Team Member	Role Profile Number: SBC_11830
Directorate: Inclusive Economy & Sustainability	Reporting to: Hospitality Outlet Manager
Grade: CFL2	Date Prepared: March 2024

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

To assist in the production and selling of food and beverage to guests in the outlets across Lydiard Park and other outlets under the structure. The post holder will deliver great customer service, attending to all guest needs and be flexible and dynamic to work across various locations including Lydiard Park outlets, Lydiard Park Hotel, Waterside Canteen and potentially other sites throughout Swindon.

Key responsibilities and accountabilities:

- To assist in the production of food and beverage to sell to guests throughout the trading day
- To be responsible for the cleaning of equipment, dishes, crockery and materials whilst on duty
- To use authorised cleaning materials to clean all public and food preparation areas throughout your shift
- To be confident to work with cash and using the till to serve guests
- To assist in receiving deliveries and ensuring stock is put away in a timely manner and in line with food safety standards
- To assist and take responsibility for vending machine replenishment at the outlets
- Ensure excellent hygiene and personal hygiene standards are adhered to
- To comply with all food safety standards and labelling guidelines
- To comply with all mandatory training
- Able to be flexible to work in mobile outlets at events and support the events across the park with catering solutions
- Be flexible to work across all outlets within the hospitality structure including (but not limited to): Forest Café, Coach House Tea Rooms, Park Parlour, Lydiard Park Hotel and Waterside Canteen.

Decision making:

- Prioritising workload to manage guest expectations

Creativity and innovation

- Able to make decisions and work independently

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• Food Safety Level 2	D
• Knowledge of COSHH	D
Knowledge and Experience:	
• Kitchen and cleaning experience	D
• Food and customer service experience	D
Aptitudes, Skills and Competencies:	
• Ability to work with cash and using the till to serve guests	D
• Excellent communication skills	E
• comply with all food safety standards and labelling guidelines	E
Special Conditions of Recruitment:	
• Flexible to work across the 7-day week including weekends and bank holidays	E

Other Key Features of the role

It should be noted that the duties and tasks associated with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

- Potential long shifts (8hr+), with long periods of standing and physical work
- Potential early in the morning start (5.30am), or late at night finishes (10pm) depending on site and events.

