



Job Description

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Luminate Education Group
Core Job Role:	L2 Apprentice Hospitality Team Member
Job Title:	L2 Apprentice Hospitality Team Member
Reports to:	Restaurant manager
Grade	Apprenticeship Rates
Date of compilation:	May 2020

ROLE SUMMARY:

SPECIFIC ROLE RESPONSIBILITIES:

1. To support the professional delivery of the food and beverage service, to all customers.
2. Serve customers professionally and politely
3. Take payments from customers and operate a till
4. To maintain all areas including front of House, bar and wash-up areas to a high standard
5. Ensure a safe working environment to meet Health and Safety policies
6. Ensure a hygienic working environment to meet all Food Hygiene requirements
7. Able to work occasional evenings and weekends to support on functions and events
8. Mentor and work with Catering Students

CORE RESPONSIBILITIES:

1. To work effectively within a team
2. To promote the values of the college
3. To promote a can-do, welcoming and professional attitude

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	L2 Apprentice Hospitality Team Member
Department	Retail operations

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	Q1. English and Mathematics at level 2 or above	A/C
D	Q2. Relevant professional level 1 qualification	A/C
D	Q3. Basic Food Hygiene Certificate	A/C
E	Q4 Willingness to work towards and achieve any job-related / specialist qualification.	A/C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	EK1. Experience and knowledge of working within the Hospitality Sector	A
D	EK2. Experience of dealing/ serving with customers	A/I
D	EK3. Experience of working positively with young people and adults	A/I

D	EK4. Experience of operating a Barista Coffee Machine	A/I
D	EK5. Ability to follow food hygiene systems and monitor due diligence records	A/I
Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Flexible and Adaptable Able to demonstrate a flexible and adaptable approach to work patterns with evening and weekend work throughout the year	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I