

Job Description

Group Member:		Luminate Education Group	
Job Title:		Hospitality Team Member Apprentice Level 2	
Reports to:		Restaurant & Commercial Events Manager	
Job Grade	L2 Apprentice	Department	Food Services

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 evening and weekend to support on functions and events.
8. Mentor and work with Catering Students.

CORE RESPONSIBILITIES:

1. To work effectively within a team environment.
2. To promote the values of the college.
3. To promote a can do, welcoming and professional attitude.
4. Any other duties that are specific to the department.
5. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
6. Ability to participate in evening/weekend work as required.

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 the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

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

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

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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
E	Willingness to work towards and achieve any job related/specialist qualification.	A / I
D	English and Mathematics at level 2 or above	A / C
D	Relevant professional level 1 qualification	A / C
D	Basic Food Hygiene Certificate	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 with/serving customers	A / I
D	EK3. Experience of working positively with young people and adults	A / I

D	EK4. Experience or willingness to 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 pattern 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