Dear Applicant

**Evening Conference Support Assistant**

Thank you for your interest in the above post. The job information pack contains the following:

* The job description and person specification
* Guidance notes
* Equality & Diversity information
* Information about working for Quakers in Britain

If you would like to apply for this post, please click on the link on the website to complete the online application form. You must ensure that you address all the criteria set out in the person specification for the post.

The personal information that you have supplied will only be used for recruitment and selection purposes. You should refer to the Privacy Notice on our website, which sets out how BYM will deal with the personal and sensitive data you have provided in your application form and supporting information.

We would be grateful if you could also complete the Equality and Diversity Monitoring Form. The principles of equality and diversity are important to Quakers in Britain in all aspects of its work. The information you provide will help us to monitor and refine our employment practice and respond to the needs of the diverse range of people that our organisation comes in to contact with. The personal data provided will be kept securely by HR and will not be shared with any member of the selection panel.

Please ensure that you complete your application by the closing date. We do not accept CVs as an application for posts, but you can attach your CV to the online application form if you wish. The closing date is **15 January 2020**. Interviews will take place on **22 January 2020**.

**We do not send individual acknowledgement of applications due to the high volume of applications we receive, and we only contact candidates who have been shortlisted for an interview. If you do not hear from us within two weeks of the closing date, your application has not been successful on this occasion.**

Your application form and supporting details will be kept as legally required for six months in case of a dispute, and thereafter will be destroyed.

Thank you for your interest in the post, we look forward to receiving your application.

**Job Description**

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| **JOB TITLE:** Evening Conference Support Catering Assistant  **REPORTING TO**: Assistant Catering Manager (Conferencing)  **RESPONSIBLE FOR**: no staff responsibility  **DEPARTMENT**: Hospitality and Facilities  **DATE**: December 2019 |

**Job Purpose**

To prepare, set up and serve catering requirements for the meeting rooms, offering catering support to external and internal clients that provides a welcoming environment and exceeds customer expectations.

**Key Accountabilities & Main Tasks**:

* Print conference catering requirements reports direct from conference booking system to plan requirements for the day/evening
* Assist in basic food preparation (eg. Preparing sandwiches, cheeseboards etc.)
* Ensure catering set ups in meeting rooms (eg. Plates, mugs, glasses) is prepared to required standard & correct layout
* Ensure the stock in the staff room kitchen areas is replenished daily and that all items placed into the kitchen are recorded with details of amounts passed onto catering administration person
* Make coffee for service in meeting rooms using the bulk brew coffee machines
* Delivery catering items to meeting rooms or internal offices as required at the required time
* Bring down or assist in bringing down used catering to the servery area, stacking the contents in an orderly manner as per training. Remove and restack any clean: crockery; cutlery; glassware; foodstuff or soiled linen from trolleys to linen bins, leaving the dirty items for the Kitchen porter (KPs) to clean in an orderly manner
* Assist the kitchen porters in the washing up of cutlery, crockery, etc.
* On the occasion when there is no KP on duty, all food waste brought down should be bagged and binned, coffee flasks and water bottles emptied, dirty crockery, cutlery and glassware placed in the dishwasher.
* Ensure the working area remains clean and tidy and that the cleaning schedule is followed,
* Assist at service times in the restaurant and cafe when required by serving at the counter and operating the till if required, following the cash handling procedures and ensure stock is replenished in this area,
* Ensure that stock is rotated and report any low items of stock to the Catering Manager, make sure store room is kept tidy, stock is organised correctly
* Report all customer complaints and compliments to the Duty Manager and take any remedial action if possible,
* Comply with all company and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, Fire and COSHH,
* Immediately cease using and report any faulty equipment to the Duty or Facilities Managers
* Immediately report any incidents of accident, fire, theft, suspicious persons or belongings, loss, damage or other irregularities.
* Assist in helping to maintain a conscious approach to security and sustainability within the building.
* Attend training courses and meetings as is necessary to maintain standards in the operation and assist in carrying out the job role efficiently.
* Undertake any other relevant duties as reasonably required by the Housekeeper or Duty Manager (during off peak periods this could involve other duties in other departments),
* Make sure all water bottles are prepared & filled
* Assist the KP where needed to complete shift
* Complete a handover report for the next day’s team leader, detailing all status of the room set up’s and any relevant work required
* Print off the catering sheets for the next day’s business and post on the service wall

**2. Intellectual Demands**

* The post demands a high level of attention to detail and the ability to work quickly and accurately under pressure and the ability to plan ahead.
* This post is self-guided.

**3. Judgements**

* Makes operation decisions that affect the quality of service delivered to customers which can affect the profitability of the Hospitality Company (negative experiences resulting in refunds or loss of returning custom)

**4. Use of Resources**

* The post involves cash and stock handling,
* The post holder manages no staff

**5. Communications**

**Internal**: 20% of time

Direct contact with staff at all levels of the organisation, the majority of which is with other members of the hospitality and facilities team. This role involves a great deal of teamwork and coordination between different areas of the catering operation.

**External**: 80% of time

This is a customer facing role involving contact with conference organisers on the day of an event, assisting with catering enquiries from conference attendees and other building users. The role involves serving customers, making them feel welcome, dealing with queries and enquires and dealing with compliments / complaints,

**6. Physical Demands & Co-ordination**

This role involves prolonged periods of standing on feet and moving furniture / equipment, working with chemicals and use of VDU’s (till screens and minimal PC use)

**7. Working Conditions and Emotional Demands**

Part of the role is spent in the kitchen which has extreme temperatures (both hot and cold), steam, hot liquids and knives.

The nature of the hospitality operation means differing shift patterns between the hours of 0700 and 2300 Monday to Sunday.

Due to the nature of the hospitality operation the role sometimes requires lone working and due to it being a customer facing role this can involve dealing with demanding customers and high volumes of business.

**OTHER RESPONSIBILITIES:**

* To undertake duties and responsibilities commensurate with the post
* Responsible for ensuring that BYM’s Safeguarding Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Equal Opportunities Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring  that BYM’s commitment to sustainability is adhered to in all aspects of the role
* Responsible for ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.

**BRITAIN YEARLY MEETING**

**PERSON SPECIFICATION**

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| **Job Title:** Evening Conference Support Catering Assistant  **Department:** Hospitality and Facilities  **Date:** December 2019 |

**ESSENTIAL KNOWLEDGE**

* Knowledge of and sympathy with Quaker values
* Ability to communicate in spoken and written English

**ESSENTIAL QUALIFICATIONS**

* NVQ level 2 food service / customer service or equivalent qualification / experience
* Food hygiene qualification,

**ESSENTIAL EXPERIENCE**

* A minimum of 6 months catering service and customer service experience in a venue of comparable business size and standard (eg. Hotel or conference centre),
* Cash handling experience,

**ESSENTIAL SKILLS**

* Able to follow instructions,
* Demonstrable ability to work unsupervised under own initiative
* Operation knowledge of Microsoft office and an EPOS till system
* Attention to detail in delivering service standards,
* Good organisational skills, with an ability to take the initiative, manage priorities and work both independently and as part of a team, without direct supervision

**DESIRABLES**

* Operational knowledge of conference booking system,
* **Recognised Health and Safety qualification,**
* Formal customer service training including dealing with difficult customers

**Guidance Notes**

**PLEASE READ THESE NOTES BEFORE COMPLETING THE APPLICATION FORM**

These notes have been designed to assist you by providing information about BYM’s recruitment process.

**Preparation**

You should spend some time reviewing your skills, achievements and experience, identifying those that are relevant to the job.

**Making your Application - Job Details**

You should read the job description, person specification, advert and any background information so you know what the job involves. Think about why you are interested working for the Religious Society of Friends (Quakers in Britain), the post and how your knowledge, skills and experience (paid or non-paid) would enable you to be effective in the role.

**Supporting Statement**

You should write a supporting statement setting out the reasons why you think you are suitable for the post. **You must address each item on the person specification.**  You should highlight the experience, skills, achievements that you would bring to the post including, those that you have gained through previous employment, voluntary work or any other relevant experience.

**Accuracy of Information**

The information that you provide to the Religious Society of Friends, both on your application form and at interview must be accurate. If we discover that any information provided is inaccurate, an offer of employment may be withdrawn. Where an appointment has been made, we may take disciplinary action up to and including dismissal.

**Data Protection**

You should be aware that information contained in or derived from your application may be retained in both manual and computerised form for the purpose of recruitment administration, the production of depersonalised statistical data relevant to recruitment or equality issues and on appointment, personnel, payroll and pensions administration.

If your application is unsuccessful your application form will be retained for a maximum period of six-months. We will not share your information with any other organisation unless required to do so by law.

**Equality & Diversity**

**QUAKER FAITH & PRACTICE 23.36**

*'At the Centre of Friends’ religious experience is the repeatedly and consistently expressed belief in the fundamental equality of all members of the human race. Our common humanity transcends our differences...We aspire not to say or to do anything or condone any statements or actions which imply lack of respect for the humanity of any person.' (Meeting for Sufferings, 1988)*

The Religious Society of Friends (Quakers) is committed to equality. In order to monitor our commitment to equality we ask applicants for posts to complete our equality monitoring form. The information provided is treated in the strictest confidence and is detached prior to shortlisting. The forms are retained by HR and the panel do not have sight of them.

**Appointment Process**

After the closing date has passed, the recruiting manager and the interview panel will shortlist applicants who have demonstrated that they meet the essential criteria set out in the person specification. Only candidates shortlisted are invited for interview. **If you do not hear from us within two weeks of the closing date, your application has been unsuccessful.**

Normally applications received after the closing date are not considered

**Interview**

If you are shortlisted for interview, you will be invited to a selection process. All interviews are conducted by a panel of two or more, including the recruiting manager. If there are any special arrangements associated with the selection process e.g. tests or presentations, you will be informed accordingly.

**Disability**

If you are an applicant with a disability and have any specific needs, adjustments that you would like us to make or queries please contact HR on 020 7663 1111/1110.

**Interview Outcome**

If you are invited to attend an interview/and or selection process you will be informed either verbally or in writing of the outcome. The successful candidate will have the decision confirmed in writing as an offer of employment. Unsuccessful candidates will be offered the opportunity for feedback.

**References**

When completing your application, you are asked to provide us with the details of three referees, one of which must be from your most recent employer. If you are a student, one of your referees should be from a tutor. We only contact referees with your permission after an offer of employment has been made.

All offers of employment are conditional upon the receipt of references that are satisfactory to BYM, verification of right to work in the UK, medical health clearance, and where applicable, verification of qualifications and Disclosure and Barring Service.

**Right to Work in the UK**

Under Immigration Act 2014, employers must ensure that any prospective employee is legally entitled to live and work in the UK. If you are offered employment by the Religious Society of Friends (Quakers) you will be required to produce an official document confirming that you are entitled to live and work in the UK, e.g. passport; full birth certificate and official document confirming your name and national insurance number; or a passport/travel document/letter from the Home Office.

**Queries**

If you require further information or wish to raise any matters with regard the appointment process, please contact HR on 020 7663 1111/1110.

**Complaints**

Applicants for posts within the Religious Society of Friends (Quakers) have the right to complain if they feel they have been unfairly treated or discriminated against during the recruitment process. If you feel that this is the case you should contact Ric Moore, Head of HR & Training, on 020 7663 1111 (direct line) or by email: [ricm@quaker.org.uk](mailto:ricm@quaker.org.uk)

**Working for Quakers in Britain**

Britain Yearly Meeting, is a national charity employing around 200 people. Its purpose is to work for, with and on behalf of Quakers in Britain.

**About our organisation**

Quakers is the name often used for the Religious Society of Friends. Although we have our roots in Christianity, we also find meaning and value in the teachings and insights of other faiths and traditions.

In Britain there are about 20,000 Quakers. We have 500 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting (BYM).

Britain Yearly Meeting (BYM) is a charity, formally known as 'Britain Yearly Meeting of the Religious Society of Friends'. The trustees are appointed by and accountable to British Quakers; and because this work is done for and on behalf of Quakers from the whole of Britain, the work we do is known as ‘centrally-managed work’.

**A Quaker workplace**

We aim for our workplace to be consistent with Quaker values - broadly the same as most well-run progressive organisations. For example:

* We expect staff to respect each person regardless of age, race, religion, gender, transgender status, sex, sexual orientation, disability, marital or civil partnership status
* We avoid unjustifiable and unlawful discrimination in our employment practices
* We follow good employment practice, with clear and supportive line management
* We have a 1:4 ratio between the lowest and highest salaries
* We aim to be open and honest in all our work
* We avoid titles such as ‘Mrs.’ or ‘Mr’.

Very few jobs with BYM are restricted to Quakers, although about 1/3 of the staff are Quakers or linked to Quakers in some way.

**About Quakers**

The Quaker way is based on silent worship, as a way to help people connect directly to God. Quakerism began in Britain in the 17th Century. Its roots are in radical Christianity, although today not all Quakers call themselves Christian.

Quakers share a way of life rather than a set of beliefs. We seek to experience God directly, within ourselves and in our relationships with others and the world around us.

Quakers are ordinary people, who try to live their values they can. This leads many Quakers to work for a better world. Values that are important to us include truth and integrity; simplicity; equality; peace; and sustainability.

You do not need to be a Quaker to worship with us at one of our meetings.

You can find out more:

• From our website - www.quaker.org.uk

• By reading `Advice and Queries’ which is an introduction to Quaker belief (<http://qfp.quaker.org.uk/>)

• By visiting the Quaker Centre at Friends House, which has leaflets and books, and volunteers who can answer questions

• Or ask for a free information pack – [www.quaker.org.uk/more-information](http://www.quaker.org.uk/more-information)