



Cumberland Council

Post Specification

Date	October 2023
Post Group Number	8126
Post Title	Talkin Tarn Waitress/Waitor
Job Family	Operations
Job Family Role Profile	OP3
Final Grade	Grade 3

To be read in conjunction with the job family role profile

Service Area description
Working in the downstairs kiosk/Tearoom at Talkin Tarn County Park
Purpose of this post
<ul style="list-style-type: none">➤ To serve drinks/food at the café.➤ To offer advice/guidance for visitors to Talkin Tarn.➤ To carry out basic site maintenance at Talkin Tarn.
Key job specific accountabilities
<ol style="list-style-type: none">1. To serve customers food and drink, and be responsible for the sale of gifts and issuing of permits to access the water, from the catering establishments at Talkin Tarn.2. To handle both cash and card transactions and be responsible for end of the day cashing up in the absence of the Tearoom manager or Kitchen Supervisor.3. To be the 'front of house' staff to visitors using Talkin Tarn to ensure they receive a high-quality visitor experience.4. To support other users of Talkin Tarn, e.g. hirers of rooms/buildings, the water sports operator to ensure they offer a high-quality experience.5. To promote best practice in meeting the requirements of Health & Safety legislation, Food Safety & Hygiene legislation and to comply with any other relevant statutory legislation. Ensuring that all health & safety checks are maintained daily and appropriate records kept.6. Complete paperwork in line with council procedures.7. Monitor stock levels and order catering stock as required, following Cumberland's E5 financial purchasing systems in the absence of the Tearoom Manager or Kitchen Supervisor.8. Undertake duties such as the locking and unlocking of Talkin Tarn Tea Room and Shop, Setting alarm systems and security of depot, other buildings along with responsibility for tools, plant & equipment , and being a designated key holder for the tearoom.9. To be a nominated first aider for the site in the absence of the Tearoom Manager or Kitchen Supervisor.

10. Promote Best Value, excellence in customer service, a focus on continuous improvement and the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.
11. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
12. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
13. Undertake such other duties that are required from time to time and are commensurate with this position.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities

- None

Staff Management Responsibilities

- None

Other

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Essential Criteria - Qualifications, knowledge, experience and expertise

- Minimum Educational Requirement - 3 GCSE's including Maths & English or equivalent
- Basic food hygiene certificate (D)

Experience

- Experience in a catering environment.
- Experience of a service orientated environment
- Positive customer relationships and delivering of customer needs
- Working knowledge of Food Hygiene & Health & Safety regulations

Skills

- Committed to leading / 'living' the Council's principles and core values.
- Commitment to highest levels of service delivery (A,I).
- Flexible and pragmatic approach to work (A,I).
- Professional but friendly outlook and attitude (A,I).
- Self-motivated and enthusiastic and an ability to operate with own initiative (A,I).
- Ability to work as part of and contribute to the value of a team approach (A,I).
- Confident and tactful.
- Ability to work without supervision.
- Committed to the delivery of customer focused services and continuous service improvement.
- Good customer relation skills.
- Ability to resolve problems using initiative and diplomacy.
- Ability to deal with diverse range of people including angry and irate people.
- Able to remain calm and courteous at all times.
- Willingness to participate in relevant training to ensure continuing Professional Development.

Other factors

- Must be available to work evenings, weekends and school holidays.

Disclosure and Barring Service – DBS Checks

- This post requires / does **not** require a DBS check.

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Job working circumstances

Emotional Demands

None

Physical Demands	Potentially long hours of standing, with lifting and carrying required
Working Conditions	Standard
Other Factors	
	<ul style="list-style-type: none">•