



# KING'S HOUSE SCHOOL

## RICHMOND

### **Zero-Hour Clubhouse Staff (bar and catering)**

#### **Overall Aim**

Under the supervision of the Sports Ground General Manager and Clubhouse Manager, Clubhouse Staff will be responsible for supporting the bar and catering provision at the Sports Ground. Staff will need to be positive, tactful, courteous and effective in dealing with club members, parents, staff, volunteers and the general public.

#### **Bar Provision**

- To serve customers a variety of drinks including teas, coffees, alcohol and soft drinks.
- Ensure strict stock control measures are adhered to, reducing wastage and able to explain any stock discrepancies.
- Store all bar provisions in appropriate quantities and in airtight containers where necessary.
- Ensure bar is kept clean and tidy to the highest level.
- Ensure Health and Safety compliance is adhered to as outlined in Enterprise policy.

#### **Club House**

- To serve customers catering and match teas.
- To assist with setting up for parties, events and tournaments as required.
- Ensure Health and Safety compliance is adhered to as outlined in Enterprise policy.
- Ensure all customer facing areas of the Club House offer are clean, tidy and maintained to a high level.
- Ensure all non-facing areas of the clubhouse are clean, tidy and professionally maintained.
- Deal with all enquiries regarding the Club House and Grounds in a friendly, efficient and professional manner
- Ensure all Grounds areas and club house are securely locked when necessary.

#### **Catering Provision**

- Provide support in the organising, preparation and service of meals and refreshments for all services when necessary.
- Report any equipment defects to the Club House/Catering Manager.
- Keep all catering areas clean, tidy, safe and appropriately stocked at all times.
- Assist in any additional catering for special events.

#### **Sports Facilities**

- Ensure that users of the sports facilities adhere to allocated booking time/duration.
- Unlock/ lock sports facilities as required.
- Deal with all enquiries regarding pitch bookings and enquiries in a friendly, efficient and professional manner.
- Unlock/lock changing facilities in line with bookings.



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## **General**

- Undertake available training opportunities and demonstrate a commitment to continuous development.
- Maintains effective communication between all the club house staff to ensure continuity of service standards.
- Perform any other task deemed reasonable by the Clubhouse Manager
- Ensure that the safeguarding, welfare and safety of all children is a highest priority, and that the school's and local authority's procedures are adhered to.

The above is an overview of the main duties of Clubhouse Staff and is not an exhaustive list, other duties may be required as and when the occasion demands.

## **Person Specification**

The successful candidate will have some or all of the following:

- Previous bar experience (full training will be provided).
- Ability to deal with a diverse client base
- Fluent in English with good communication skills
- Good numeracy skills
- Computer literate (Word, Excel, Email)
- Ability to think on feet and use initiative
- Basic knowledge of food preparation
- Self-motivated with a positive, professional attitude
- Outgoing, friendly, warm personality
- Honest and trustworthy
- Flexible approach to work

## **Terms and Conditions**

- 5-20 hours per week to suit the candidate. Additional hours available.
- Willingness to work evenings and weekends is essential.
- £9.50 per hour