



Waddesdon Job Description

Job Title: Bar & Stores Assistant (casual contract)	
Managed by: Restaurant Managers/Supervisors	
Department(s) Catering	Location: Waddesdon Manor

Overall Purpose:

Waddesdon Manor is a historic house open to the public. Created by Baron Ferdinand de Rothschild from 1874, it is home to the Rothschild Collection and was bequeathed to the National Trust in 1957. Today is managed by a Rothschild charitable trust, The Rothschild Foundation. It currently welcomes over 450,000 visitors a year to the property.

This job description is designed to explain what responsibilities a Bar & Stores Assistant has in the Manor Restaurant, Stables Restaurant, Treaterie, Summerhouse or Coffee Bar at Waddesdon Manor.

Areas of responsibility:

1. Personal

You are expected to be punctual, dressed appropriately and adhere to the standards of appearance. Name badge to be worn at all times.

You are also expected to attend all training sessions and have read all necessary policy documents, viz Health & Safety, Fire, Hygiene, etc. A knowledge of Waddesdon Manor and Grounds is expected, and all company policy as laid out in the Manual, viz Service Standards, Equipment Knowledge, Cleanliness of the Restaurant, Bar and Wash-Up, Stores and Disciplinary Procedures.

2. Service

Excellent service is your primary responsibility at Waddesdon. You need to be: friendly and welcoming. Smile. Make eye contact. Engage with the customers. Efficient and prompt. Look for work to do. Think ahead.

You must be knowledgeable about the food and wine on the menu, and aware of changes when they happen. Check the whiteboards and blackboards for changes and specials. You must be able to answer a customer's questions.

Be polite and helpful at all times. Communicate with the customer, the kitchen and other staff.

Making great tasting coffee for which training will be provided.

Barista experience would be beneficial, as this is part of the job role. Training will be provided.



Stores management would be beneficial, as this is part of the job role. Training will be provided.

You must maintain a clean workspaces and stores at all times in line with Key Performance Indicators. Follow all Key Performance Indicators for each location as instructed by your supervisor.

3. **Finance**

Your responsibilities here are to be honest, to look after stock, and to help the Restaurant improve its figures. This can be done by checking products, always checking bills, reducing waste, and by encouraging sales.

Every bill you give must be double-checked.

4. **Equipment**

You are expected to treat all equipment with due care and report all breakages or breakdowns to the Manager/Supervisor.

5. **Environmental Awareness**

All staff are expected to observe The National Trust's policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.

6. **Relationships**

At all times to maintain good working relations with all members of the Waddesdon staff, visitors and other members of the public.

Other ad hoc duties may be required as necessary.

Personal specification:

- Understand how working as a team is the most effective way of succeeding and developing within a role
- Excellent communication skills both written and verbal
- High visual standards and attention to detail
- Demonstrate a willingness to learn new skills
- Shown to be flexible when required
- Capable of multi-tasking and prioritising
- Ability to respond quickly to issues
- Confident people skills
- Empathy with the Waddesdon customer profile
- Ability to holistically increase sales by engaging with customers

Terms & Conditions:

Hours of work: Hours of work will be Wednesday to Sunday and include Public Holidays (excluding Christmas Day and Boxing Day). Hours may vary and cannot be guaranteed. Your pay will reflect the hours you work.

Hourly rate: This will be dependent on age and experience between the pay ranges £8.00 - £8.50 per hour



Holiday: Your statutory annual leave entitlement is 28 days (20 days plus 8 public holidays) or 5.6 weeks. This will be pro-rat'ed based on the actual hours worked. If you work a public holiday, you will be paid double your usual hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e you are being paid double on that date, therefore not entitled to holiday pay or TOIL for that date)

Additional Information

- Closing date for applications: 11pm on Wednesday 19th June
- Interview date: Wednesday 26th June