



Role Profile

Role Title:	General Assistant
Reporting to:	General Manager / Front of House Supervisor / Head Chef
Purpose:	To provide our visitors with an exceptional experience working as an integral member of our Mill team. You will also promote the wider activities available across our beautiful heritage site.

Main Responsibilities

Our General Assistants have a varied role in working to ensure that all our visitors have a fabulous experience. Your role will include working front of house – taking orders, making and serving hot drinks, serving afternoon teas or serving food to tables; in our coffee shop where you'll be serving teas, coffee and cakes, in our kitchen – you will be that helping with food preparation making paninis, toasties and sandwiches or in pot wash; No matter your area of work on the day, you'll also be focused on maximising our sales by providing exceptional standards of customer service. You will also be supporting the many corporate bookings of our beautifully appointed meeting rooms and occasional evening functions.

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The primary focus at all times is on maximising our sales by providing exceptional standards of customer service and encouraging visitors to develop a connection with us.

Front Of House – Café and Coffee Shop

1. Provide a bright, friendly and professional reception to all visitors to our restaurant and café premises;
2. Ensure a high standard of presentation and cleanliness are maintained throughout;
3. Assist visitors with meal choices, guiding them to the café or coffee shop, indoor or outdoor seating, and providing advice and information on ingredients and allergens as required, maximising opportunities for upselling;
4. Take food orders, liaising with the kitchen team to be constantly aware of waiting times, limited menu choices and any promotional or speciality dishes which are available as well as to ensure a



seamless service to table, providing a check back with visitors to ensure they are satisfied with their choices.

5. Confidently make and serve barista style hot drinks; cut and serve cakes, being mindful of allergens and maintaining appropriate standards to avoid cross contamination of ingredients;
6. Clear tables and clean areas regularly to maintain a high standard of presentation at all times;
7. Assist in maintaining stock levels of all front of house products;

Kitchen – Food Preparation and Pot Wash

1. Under the guidance of the Head Chef /leading chef on shift, undertake a number of basic food preparation tasks, such as salad and vegetable preparation, sandwich / panini and toastie preparation, both to build stocks ahead of service and to order;
2. Follow all relevant food safety standards and maintain records within our food safety management systems as required;
3. Undertake basic cleaning and pot wash to keep the busy kitchen flowing.

Retail Shop and Activity / Mill Tour Reception

1. Provide a bright, friendly and professional reception to all visitors to our shop which also serves as the entrance to our historic mill tours and pick up point for activities for children and families;
2. Ensure a high standard of presentation and cleanliness are maintained throughout the shop area;
3. Assist visitors with purchases, providing advice and information on products as required, maximising opportunities for upselling;
4. Encourage the uptake of seasonal activities for children and families. Manage the queue volumes at busier times;
5. Assist in the coordination of the diary for Mill Tours, managing groups and individuals on arrival and support Tour Guides as required. Upsell Mill Tours to visitors in the shop, encouraging bookings.



6. In low season, confidently serve hot drinks, cakes and savouries, being mindful of allergens and maintaining appropriate standards to avoid cross contamination of ingredients;
7. Assist in maintaining stock levels of all retail products and contribute to the stock ordering processes with the General Manager;

General Support Tasks

1. Deal with any complaints courteously and quickly, escalating where necessary;
2. Ensure that appropriate cleaning schedules are completed daily and throughout working shifts;
3. Be confident in providing lunch cover or longer support for the retail shop / mill tours admissions desk as required.

Visitors

1. Greet, serve and interact with visitors, showing exceptional standards of customer care at all times;
2. Take an active interest in and engage with visitors to provide a knowledgeable source of information and advice on events and facilities on offer across the site and share knowledge and insight into our heritage;
3. Actively promote additional discretionary sales in addition to admission i.e. memberships, tours and special events;
4. Assist with presentations and special events;
5. Be conversant with the history and heritage of the Jordan's brand and site;
6. Effectively direct visitors to all parts of the site, including café, toilets, outdoor sites, enclosures and special interest areas.

Health & Safety / Environmental Health / Food Safety and Hygiene

1. Implement the legal obligation to maintain a safe working environment at all times;
2. Follow the company's procedures, as described in the Health & Safety Policy, Health and Safety Management System and Food Safety Management Systems;



3. Take active responsibility for maintaining own health & wellbeing and working within personal limits for manual handling;
4. Report concerns or anything unsafe to the Front of House Supervisor / Head Chef or other member of the senior team as appropriate, and to report accidents and near misses in the accident book.

Team

1. Be an active team member and work to ensure good teamwork and communication is achieved;
2. Take part and contribute in pre and post service briefs and team meetings, putting forward ideas and feedback in order to improve ways of working;
3. Show awareness of the needs of fellow team members demonstrating respect and consideration;
4. Maintaining an environment free from gossip and unpleasant or malicious comments;
5. Work collaboratively with colleagues in order to meet the objectives of the business.

General

1. Attend work punctually with a clean and smart appearance, wearing the appropriate attire (uniform, name badge, and free from nail polish and excessive make-up/strong perfumes);
2. Observe the policies and procedures set out in the Employment Handbook;
3. Undertake any other tasks that may be reasonably requested.

Person Specification

Knowledge, skills & experience

- Excellent understanding and demonstration of customer service;
- Adept at food preparation and aware of food safety and hygiene standards;
- Naturally communicative, with the ability to create warm and welcoming environments;
- Confident in dealing with the public, issuing safety information and guidance, listening and responding to complaints, with previous experience in a similar environment;
- General knowledge of health & safety requirements and first aid;
- Able to prioritise, keep calm and take initiative in busy or demanding situations;
- Flexible and adaptable, able to work on a wide variety of tasks;



- Numerate, literate and able to operate computerised ordering systems;
- Good team worker with the ability to show initiative;
- Cash handling, trustworthy and responsible;
- Willing to undertake training and development relevant to the role;
- Interested in our heritage and willing to actively engage and converse with visitors about Jordan's Mill and its range of activities.

Signed by Employee: _____ Date: _____