

Job Profile
Preparation / Serving Staff (Fish & Chip shops)

Job Purpose To provide an optimum level of customer service through the counter service of fish & chip products and preparation duties in a high volume, busy environment.

Key Responsibilities and Accountabilities

Responsibilities

- Providing excellent counter service to fish & chip shop customers in either of our two fish & chip shops.
- Contributing as a team member to the production of all fish & chip shop products.
- Assisting with kitchen preparation and cleaning duties.
- Selling local traditional ice creams from a street cart when required
- Contributing to the collective monitoring of stock levels.
- Opening and closing of either fish & chip shop, retaining responsibility for keys if required.
- Cooking F&C shop products (when trained to do so) using two different range and oil types.

Accountabilities

- To personally adhere to internal audit standards/controls and cash handling procedures.
- To comply with the current 'food & drink operational document'.

Dimensions

- Serving up to 800+ Museum visitors per day
- Working across two shop type locations

Working Relationships

- Daily interaction with our visitors
- Constant interaction and communication with other preparation/serving staff.
- Direction from the Unit Manager.
- Working with other food & drink units as required.
- Reporting and discussing minor issues with the DGM food & drink if / when required.

Person Specification
(competencies, qualifications & experience)

Essential

- Retail food service in a similar environment.
- Experience of and enthusiasm for delivering a quality iconic product.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- Ability to use mental arithmetic in cash handling.
- Ability to work as a team player under pressure.

Desirable

- Recognised industry training/qualification.
- An interest in the work of the Museum.
- Basic food hygiene certificate.

Reports to: Chip Shop Manager (Unit Manager)
Direct reports: None
Hours: Casual Hours

Black Country Living Museum Trust
Tipton Road, Dudley, DY1 4SQ, United Kingdom
www.bclm.com Charity No. 504481 Co. No. 1226321

Job Profile
Catering Team Member

Job Purpose To provide exceptional customer service in the area of food & drink (f&d) across any number of our food and drink outlets.

Key Responsibilities and Accountabilities

Responsibilities

- To provide exceptional waiting service or counter service to f&d unit customers.
- To provide a professional, pro-active and friendly customer service within food and drink.
- To efficiently take, produce and serve correctly, customers f&d orders.
- Contribute to the production of lunch items, snacks, light meals, fish & chips, desserts and drinks and other menu items.
- To prepare and clear tables, whilst ensuring customer expectations are exceeded.
- To assist with kitchen preparation and unit cleaning duties when required.
- To assist with monitoring stock levels when required.
- Complete specific tasks associated with the preparation of resources for hire & hospitality functions.
- To demonstrate flexibility in the range of tasks types completed.
- To correctly merchandise and replenish displays within set guidelines.
- To confidently use a touch screen till and prepare till drawer for shift end reconciliation.

Accountabilities

- Providing exceptional customer service.
- Personal adherence to internal audit standards/controls and cash handling procedures.
- Compliance with the current 'food & drink operational document'.

Dimensions

- As part of a team, contribute to service for up to 200 lunch and snack covers per shift with a maximum estimated sales value of £2,000 per day in peak periods.

Working Relationships

- Interaction and communication with other team members, chefs and managers.
- Daily direction from unit manager, area leader or other manager.
- Periodic reporting and discussing minor issues with the DGM if / when required.
- Dealing with incoming goods delivery persons in the absence of area leader or manager.

Person Specification
(competencies, qualifications & experience)

Essential

- Substantial waiting / counter service in a similar high volume, quality coffee shop / restaurant / retail environment, including till operation.
- Excellent customer care skills
- Excellent interpersonal communication skills
- Experience of and enthusiasm for delivering a fresh, local and seasonal f&d offer.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- Ability to work under pressure.

Desirable

- Recognised industry training/qualification
- Basic food hygiene certificate.
- Barista coffee making experience.
- Experience of new unit mobilization or openings.
- An interest in the work of the Museum.

Reports to: Area Lead and all Unit Managers
Hours: Casual Hours

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Job Profile
Pop Up / Response Team Member

Job Purpose To help deliver pop-up café / food & drink units, and, street hawking , ensuring the a professional operation and smooth delivery of a quality, fresh, local and seasonal food&drink offer. To deliver excellent standards of customer service; enhance presentation and maximise sales whilst telling our important story through food & drink..

Key Responsibilities and Accountabilities

Responsibilities

- To provide exceptional waiting service or counter service to f&d unit customers.
- To provide a professional, pro-active and friendly customer service within food and drink.
- To efficiently take, produce and serve correctly, customers f&d orders.
- Contribute to the production of lunch items, snacks, light meals, fish & chips, desserts and drinks and other menu items.
- To prepare and clear tables, whilst ensuring customer expectations are exceeded.
- To assist with kitchen preparation and unit cleaning duties when required.
- To assist with monitoring stock levels when required.
- Complete specific tasks associated with the preparation of resources for hire & hospitality functions.
- To demonstrate flexibility in the range of tasks types completed.
- To correctly merchandise and replenish displays within set guidelines.
- To confidently use a touch screen till and prepare till drawer for shift end reconciliation.

Accountabilities

- Providing exceptional customer service.
- Personal adherence to internal audit standards/controls and cash handling procedures.
- Compliance with the current 'food & drink operational document'.

Dimensions

- As part of a team, contribute to service for up to 200 lunch and snack covers per shift with a maximum estimated sales value of £2,000 per day in peak periods.

Working Relationships

- Interaction and communication with other team members, chefs and managers.
- Daily direction from unit manager, area leader or other manager.
- Periodic reporting and discussing minor issues with the DGM if / when required.
- Dealing with incoming goods delivery persons in the absence of area leader or manager.

Reports to: Area Leader Response team
Hours: Casual Hours

Person Specification
(competencies, qualifications & experience)

Essential

- Substantial waiting / counter service in a similar high volume, quality coffee shop / restaurant / retail environment, including till operation.
- Excellent customer care skills
- Excellent interpersonal communication skills
- Experience of and enthusiasm for delivering a fresh, local and seasonal f&d offer.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- Make it happen attitude.
- Deadline driven.
- Ability to work under pressure.

Desirable

- Recognised industry training/qualification
- Basic food hygiene certificate.
- Barista coffee making experience.
- Experience of new unit mobilization or openings.
- An interest in the work of the Museum.

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Job Profile
Heritage Shops Demonstrator

Purpose: To deliver exceptional standards of front-line customer, retail and interpretation service to benefit increased understanding and quality of visitor experience of the heritage shops and wider Museum; particularly its historical achievements, culture and social context, while optimising sales opportunities.

Key Responsibilities and Accountabilities

Responsibilities

- Contribute to visitor's enjoyment, understanding and opportunities for learning through educational and engaging costumed narrated interpretation, communication of stories and information about the Museum and the Black Country story.
- Promote and sell the various foodstuff and beverages available within the Heritage Shops.
- Demonstrate understanding of, and sensitivity to, meeting the needs of all visitors.
- Maintain and continually enhance personal knowledge of the Museum, the Black Country, its past history, cultures, lifestyles, industry and importance, in the context of increasing public understanding, appreciation and enjoyment.
- Ensure high standards of presentation throughout the Museum and exercising care of buildings and exhibits through thorough cleaning, dusting and reporting issues which may arise to the appropriate person.
- Maintain the highest standards of hygiene, food preparation and health and safety.
- Be attentive to the well-being and safety of visitors. Assist with access and help with general enquiries from visitors.
- Handle cash.
- Undertake other duties appropriate to the job.

Accountabilities

- Maintaining security of building / exhibits and stock including locking and unlocking procedures.
- Being attentive to the security of the Museum in an open public environment.
- Maintaining a thorough and practical knowledge of emergency and health and safety procedures and assist with their effective implementation.
- Having an awareness and appropriate management of health and safety risks, associated with the role.
- Personally adhering to internal audit standards/controls and cash handling procedures.
- Complying with the current 'food & drink operational document'.
- Complying with the current relevant 'Unit operational standards document'.

Dimensions

- The Museum attracts approximately 300,000 visitors each year.
- To work across all heritage shops.

Person Specification:
(competencies, qualifications & experience)

Essential

- First rate customer service skills.
- Experience of working with the public in front-line service and/or retail / food & beverage based services.
- Good interpersonal and presentation skills, with the ability to engage with the public.
- Excellent standards of personal presentation and attention to operational details.
- Excellent numerical skills
- Ability to work under pressure.
- Flexible approach to working hours.

Desirable

- Training in public speaking or presentation.
- Accredited customer care training.
- Basic food hygiene certificate.
- Confident and outgoing personality.
- Good level of general education
- Knowledge, understanding and enthusiasm for the Black Country and its history.

Working Relationships

- Responsible for providing accurate information and responding to questions from visitors on a daily basis.
- Daily interacting with manager to receive and provide information
- Daily interaction with other staff, to receive and provide information
- Working under the daily instruction of the Duty Manager.

Reports to: Area Leader- Heritage shops / Team Manager Heritage
Hours: Casual Hours

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Job Profile
Bar Staff / Demonstrator (Bottle & Glass Pub)

Job Purpose To contribute to optimum standards of customer service adding value to the visitor experience of the Museum and its purpose to capture and admire the achievements and culture of the Black Country and its history. To interpret and bring to life the social and community elements of the Black Country's history through the bar service within the village pub as a working exhibit.

Key Responsibilities and Accountabilities

Responsibilities

- To serve a variety of drinks to museum visitors within legal and unit guidelines.
- To prepare traditional cobs for sale on the bar, incl. associated preparation and cleaning duties.
- Contribute to visitor's enjoyment, understanding and opportunities for learning through engaging costumed narrated interpretation and communication of stories and information about the Museum.
- To inform the unit manager of any stock issues.
- To contribute to best unit service for Museum events.
- To maintain the highest standards of hygiene, food preparation and health & safety.
- Carry out simple cellar tasks and cleaning for real ales and other traditional beverages.
- Maintain and continually enhance personal knowledge of the Museum, the Black Country, its past history, cultures, life-styles, industry and importance, in the context of increasing public understanding, appreciation and enjoyment.
- Remain aware of security and legal considerations applicable to work in a public house.
- Safe receiving and checking of goods inward.

Accountabilities

- Daily opening and closing of the premises in the absence of unit manage, whilst ensuring the security of museum property and stock.
- Correct production of and payment for drinks orders and daily cashing up and cash deposit in the absence of UM
- Safe daily management of unit keys.
- Adherence to cellar, kitchen and back of house hygiene and safe food handling systems.
- Be attentive to the security of the Museum in an open public environment.
- The legal sale of alcohols on licensed premises.

Dimensions.

- Serving a high volume of Museum visitors in peak periods with a maximum estimated sales value not greater than £2,500 per shift in peak periods.
- Maintaining an adjacent outdoor pub yard space during service periods.
- Providing bar service within the pub for private events.

Working Relationships.

- Working as a team member generally consisting of between one and three other members.

**Person Specification
(competencies, qualifications & experience)**

Essential

- Good experience in a wet lead public house environment.
- Exceptional customer service skills.
- Experience of and enthusiasm for delivering a quality iconic product.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- A working knowledge of traditional ales, ciders and other drinks.
- A sociable and charismatic personality and an ability to communicate well with the general public.
- Good level of mental arithmetic skills.
- Tactful manner and an ability to work under pressure.

Desirable

- Recognised industry training/qualification.
- Cellar management experience.
- Personal License holder.
- An interest in the work of the Museum.
- Basic food hygiene certificate.

<ul style="list-style-type: none">• Daily or weekly discussion regarding unit operation with unit manager.• Working alongside other village demonstrators to bring the village to life, for the sole benefit of visitors.• Dealing with incoming goods delivery persons.	
<p>Reports to: Area Team Lead / Team Manager Pub Direct reports: None. Hours: Casual</p>	<p>Black Country Living Museum Trust Tipton Road, Dudley, DY1 4SQ, United Kingdom www.bclm.com Charity No. 504481 Co. No. 1226321</p>