



Recruitment pack – Food & Beverage Assistant

Rooting for people, plants and place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable. These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place. Our key strategic aims are to:

- Improve the wellbeing of local residents
- Build understanding of the value of plants
- Provide opportunities for skills development
- Support pride in place
- Improve inclusion and representation of local diverse communities
- Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All of the income we raise funds the Trust.

We hope you will find the information in this pack useful, but if you need any other information about the role then please don't hesitate to contact rebecca.woodham@palmhouse.org.uk

We look forward to receiving your application.

Best wishes,
Kate Johnson
CEO

Food & Beverage Assistant

Job Role:	Food & Beverage Assistant
Team:	Cafe & Bar
Reports to:	F&B supervisor
Salary:	£12 per hour
Working hours:	16 hours a week (excluding breaks) *
Contract:	Permanent
Place of work:	Sefton Park Palm House, Mossley Hill Drive, L17
Closing date:	13 th November 24
Interview date:	wk of the 18th of November 24

** We are currently looking for applications for some weekend work and weekdays with the opportunity for overtime and occasional evening work.*

Job purpose

To contribute to the success of Sefton Park Palm House's (SPPH) food and beverage (F&B) operations by delivering exceptional customer service and maintaining high-quality food and beverage offerings across the café, kiosk, and bar. You will work closely with the Food & Beverage Supervisor to enhance visitor experiences and support the growth of our F&B services.

What you will be doing – Key Responsibilities

- Complete Barista training to enhance product knowledge and service.
- Collaborate effectively with colleagues in the café, kiosk, bar, and other F&B areas to ensure top-tier customer service and product presentation.
- Monitor display stock levels throughout your shift and replenish as required.
- Perform regular and high standard washing up to maintain availability of glassware and tableware during service.

- Assist with the physical set-up and close-down of F&B areas to support the events calendar.
- Implement strategies to increase sales, including learning about the products to provide recommendations.
- Conduct handovers to ensure smooth transitions between shifts.
- Support the F&B Supervisor in addressing equipment or process issues and suggest preventative maintenance or repairs.
- Use the till system as instructed to manage sales, reconcile cash, and oversee stock levels.
- Adhere to all SPPH policies, procedures, and values.

Health & Safety Responsibilities:

- Complete Level 2 Food Hygiene training.
- Ensure all café, kiosk, and bar operations comply with food standards and other regulations.
- Maintain a clean, safe, and healthy work environment in line with SPPH policies.
- Assist the Duty Manager in fulfilling Risk Assessment actions and raise any health and safety concerns immediately.

Financial Responsibilities:

- Follow cash handling procedures as directed by the F&B Supervisor.
- Support the F&B Supervisor with stock management, including recording wastage and monitoring low stock levels.
- Minimize wastage and identify cost-saving opportunities to report to the F&B Supervisor.

Person Specification:

Essential:

- Experience working in a café or catering environment.

- Customer-focused with excellent communication skills.
- Ability to work well both independently and as part of a team.
- Initiative to take on other roles when necessary, such as Welcome Hosting or Event Support.
- Enjoys working in a fast-paced environment.
- Enthusiastic and willing to learn.
- Keen interest in SPPH's mission, including how F&B profits support community events and activities.
- Friendly and helpful

Desirable:

(Although training will be given)

- First Aid at Work qualification.
- Level 2 Food Hygiene training.
- Allergen awareness course
- Manual handling training or qualification.

Benefits

- 25 days (pro-rata) plus bank holidays annual leave per year, increasing to 27 days (pro-rata) plus bank holidays after 3 years of service
- A wellbeing day
- After your 3-month probationary period, sick leave will be paid at 2 weeks full pay followed by 2 weeks half-pay, increasing to 4 weeks full pay followed by 4 weeks half-pay, after 3 years of service.
- Access to a free employee assistance scheme through our HR provider
- 30% discount off Sefton Park Palm House merchandise (with some exceptions), food and drinks
- Cycle to work scheme

How to apply

Please submit your application form, covering letter and Equalities Monitoring Form to colette.roberts@palmhouse.org.uk by Monday 13th November 24

Shortlisted candidates will be contacted for an interview with the F&B Supervisor and Head of Operations.