

Role: VSA – Food & Beverage	Region / Department: South & West
Reports to: Tearooms Manager (Duty) <i>Or Assistant Manager, Supervisor</i>	Pay Band: Grade 2 Lower, £24,960 pro-rata, per annum
Location: 215-217 Sauchiehall Street, Mackintosh at the Willow.	Type of Contract: 30 hours per week, permanent
COST CENTRE: 3MAW <i>Please note this must be provided in order for the People Team to correctly allocate this role to the relevant cost centre. This is not done via the new start form, but this job description.</i>	ACTIVITY CODE (e.g.: VSZ): TRZ <i>This is to allow the system (COREHR) to allocate the salary to the correct centre.</i>

JOB PURPOSE

Located at **215-217 Sauchiehall Street**, the original Willow Tearooms building has undergone an extensive restoration in a bid to return the building to its former glory of when it originally opened in 1903.

Mackintosh at the Willow operates as a social enterprise creating training, learning, employment and other opportunities and support for young people and communities.

As well as our iconic, fully licensed tearooms, roof terrace & street café; we also have meeting and events rooms, a creative learning and education department and an exciting exhibition and retail store.

We are proud of our fantastic afternoon tea's and dining menus – from lunch to private dining. We are currently in Glasgow's top 30 restaurants on TripAdvisor and continuing to grow our offering. If you'd like to join our team, read on below!

Join Mackintosh at the willow and work in a professional kitchen, training under full-time chefs (alongside our head chef) and learn more about the industry. You will have the opportunity to further develop or learn new basic cookery skills and work in a fast-paced environment alongside our talented kitchen team.

You will assist in key duties such and food preparation, waste management, stock replenishment and following safe food practices. All levels & experience will be considered!

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Control of section and service to a high standard
- Share knowledge of the menu & offerings
- Providing a friendly and efficient service
- Share knowledge of Charles Rennie Mackintosh, Margaret Macdonald & Catherine Cranston (training provided)
- Work as part of a team and skill share
- Carrying out basic cleaning tasks
- Adhering at all times to allergen controls
- Adhering at all times to health and safety requirements
- Taking and Placing customer orders
- Handling cash & credit card machines
- Bar tasks; pouring, serving and clearing drinks
- Effective verbal communication.
- Ability to work cooperatively with others.

- Events set-up & table resets

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- No essential qualifications required
- Understanding of spoken & written English language (essential to follow clear instructions from the team)

Desirable

- A passion for Scotland & Glasgow's heritage and a willingness to enthusiastically share with our visitors

Experience

Essential

- 1 years' experience of working in a fast-paced food & beverage restaurant or outlet

Desirable

- n/a

DIMENSIONS AND SCOPE OF JOB

Scale

- Responsible for controlling own section or assigned area

People Management

- ♦ n/a

Finance Management

- ♦ n/a

Tools / equipment / systems

- ♦ Use till system to place, process and print orders
- ♦ Use of cleaning chemicals during shift
- ♦ Cutting fruit for bar set-up
- ♦ Using wine and bottle openers
- ♦ Clock in/clock out on payroll app
- ♦ Using glasswashers
- ♦ Using cocktail equipment if on bar allocation

Example key performance indicators and targets

- ♦ n/a

The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 29th September 2024

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"