

## JOB DESCRIPTION



### Tea Room Assistant – Casual

#### About Painshill & the Role

Painshill is a Grade I listed 18th century landscape garden of international renown, attracting over 100,000 visitors a year. Inspired by landscape paintings and the Grand Tour through Europe, the Hon Charles Hamilton created Painshill between 1738 and 1773, as a living painting.

Set within the picturesque landscape, the Tea Room is a significant part of Painshill's commercial operation and is open every day except Christmas Day and Boxing Day. We are seeking a Tea Room Assistant to join our small, friendly and busy team, delivering exceptional customer service to every visitor coming into the Tea Room. The applicant must be confident, friendly and self-motivated with the ability to work on their own and as part of a team with high personal standards.

#### Reports to Line Manager

Tea Room Manager

#### Working Hours & Remuneration

Casual; hourly rate starting from £10.10

Days of work: variable; Monday to Sunday

Hours of work: variable between 9.00am to 5.30pm with a 30-minute unpaid break

#### Working Location

Painshill Park, Cobham, Surrey KT11 1JE

*Please note that due to Painshill's location, own transport is recommended*

#### Main Responsibilities and Tasks

- As front of house staff, assist in the day to day servicing of the Tea Room as rostered
- Ensure a high standard of customer service to all visitors and staff at all times
- Ensure the Tea Room is prepared and ready for visitors prior to opening
- Preparing and serving Barista and other drinks
- Cash handling, including opening and closing the till and contactless payment management
- Maintain Health and Safety standards, including COSHH regulations
- Ensure correct food labelling, paying particular attention to allergens (Natasha's Law)
- Maintain a high standard of cleanliness in the front and back of house areas (including the outside area) as required
- Ensure stock is replenished in a timely manner, reporting shortages to the Tea Room Manager
- Ensure correct storage of food and stock rotation ie checking 'use by dates'
- Display merchandise attractively
- Work in the correct and appropriate clothing at all times (uniform provided)
- Undertake general cleaning as directed
- Report maintenance, hazard and/or any staffing issues

## **Qualifications and Experience**

- Working in a front of house role, desirable but not essential
- Customer service experience, desirable but not essential
- Barista service training an advantage, desirable but not essential (training will be provided)
- Confident when dealing with the public
- Strong motivational skills, energetic and a desire to be the best
- Ability to work under pressure, multitask and prioritise
- A professional outlook and high standard of personal hygiene and appearance
- Knowledge of food and food preparation
- Level 1 Food Safety & Hygiene for Catering Certificate; desirable but not essential (training will be provided)

## **Skills and Personal Attributes**

- Good Communication and interpersonal skills
- Customer focused with a positive attitude
- Helpful and friendly
- Enthusiastic with a willingness to learn
- Positive team player who can also work on their own initiative

## **Benefits of working at Painshill**

- 25 days annual leave, FTE, plus statutory holidays, increasing after 2 years' service
- Employee Assistance Programme
- On-site free parking
- Continued training and development
- Entry to Painshill for yourself and immediate family (when off duty)
- Discount in the Painshill Garden Shop (at all times) & Tea Room (when off duty)
- Free food and drink when on duty

*Please note: The above Job Description is not exhaustive, and the post holder may be required to undertake other duties which are broadly in line with the above key responsibilities and the overall business objectives of Painshill.*

To Apply: Please send CV and covering letter to [Recruitment@painshill.co.uk](mailto:Recruitment@painshill.co.uk)

Closing Date: We will review applications on a rolling basis

Interview Date: ASAP

Start date: ASAP