

THE KENT & EAST SUSSEX RAILWAY COMPANY LIMITED

JOB DESCRIPTION

Department	Hospitality
Job Title	Hospitality Assistant
Reporting To	Hospitality Supervisor
Position	Part time
Location	Tenterden
JD Review Date	January 2022
Safety Critical	This position is not a Safety Critical role, yet promotes the best possible standards and safety culture.

JOB PURPOSE

- To maintain the highest standards of cleanliness and food safety within the Hospitality Department in order to ensure the safe & efficient operation of the programme, in accordance with the Safety Management System, Company Policies and the Commercial needs of the Railway
- Support the Hospitality Supervisor in the development and delivery of safe and profitable hospitality activities
- Maintain the highest standards that meet or exceeds customers' service, quality & value expectations
- Support the Hospitality Supervisor in the recruitment of volunteer and remunerated staff and support their personal development

KEY RESPONSIBILITIES

SAFETY

- Proactively manage safety in the workplace
- Ensure legislative requirements are met

BUSINESS

- Ensure all areas are maintained to a high state of cleanliness
- Cash handling
- Ensure accurate recording of sales
- Support the Hospitality Supervisor in the preparation of produce as required
- Assist with the maintenance of statutory hygiene records
- Assist with the development of new ideas for enhancing services
- Develop a close working relationship with colleagues

PEOPLE

- Assist with promoting an environment in which colleagues feel valued
- Assist with the recruitment of volunteer staff and support their personal development

PERSONAL

- Role model the Kent and East Sussex Railway (K&ESR)
- Be prepared to work unsocial hours and weekends as required
- Perform any other reasonable tasks as required by the Hospitality Supervisor or Manager

KEY SKILLS

- Successful completion of Basic Railway Safety course
- Good interpersonal skills
- Good level of organisational skills & the ability to prioritise when under pressure
- Self-motivated and flexible

RESOURCES FOR WHICH THE JOB HOLDER IS ACCOUNTABLE

- People – Self and colleagues
- Budget – nil
- Safety – Self and colleagues

KESR VALUES & BEHAVIOURS

- We are all One Railway. Within the K&ESR family we work together and support each other to ensure the Railway can survive and thrive
- We operate a safe Railway
- Each one of us, in whatever role we play, has a stake in the overall wellbeing of the Railway. We have collective responsibility for the Railway’s success. We do not do “us” and “them”
- We recognise the importance of communication which should be open and transparent
- If we disagree with anything, we do so constructively with the intention of finding a better, agreed, solution
- We recognise that we will never have enough resource to do all that we want to do, and we look for solutions that are proportionate and practicable
- We take pride in what we do, and in our Railway and its surroundings
- We want our visitors to go away having had a positive experience and looking forward to coming back
- We value our people, paid and unpaid. We treat each other with respect. We are here because we want to enjoy ourselves
- We challenge those who do not display these values and behaviours

SAFETY MANAGEMENT SYSTEM

- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
- All employees must understand and be committed to the Kent & East Sussex Railway Safety Management System and safety priorities and be aware of their contribution to such priorities.
- All employees must also be aware of and comply with all current health and safety legislation and any other Kent & East Sussex Railway requirements that are relevant to their role.

Job Description	Prepared By	Accepted By
Name		
Signature		
Date		