General information

**Job Title:** Catering and retail technician

**Unit/Directorate:** Millie College

**Reports To:** Catering Tutor

## Supervises: Event / Catering volunteers

**Hours:** 8.30am-4.30pm – Full time, term time only with availability for holiday and weekend working supporting events

**Salary:** £20,079 (£12 per hour)

**Location:** Based at Millie College located at Holton Lee, Poole, with potential work required at offsite locations to support the Enterprise team activity and Future Pathways Programme

An exciting opportunity has now arisen for an enthusiastic and experienced individual to join the Shaftesbury Millie College Enterprise team as our Catering and Retail Technician. Shaftesbury Millie College is a post 16-25 education setting helping young people with a range of learning and physical disabilities in Dorset and the local area, bridging the gap between education and employment.

It is a one-of-a-kind work environment, set on a 350-acre countryside site near Poole. The college’s curriculum is directly aligned to its natural environment and the enterprise activities that operate there, including animal care, catering and retail, conservation and horticulture.

Students are supported with personalised learning programmes which build confidence and independence, underpinned by a focus on wellbeing. The college is located on our wonderful nature reserve and a key feature of the college is the focus on enterprise activities, ensuring that our students learn, develop and embed their skills in the world of work.

**Job Purpose & Key Responsibilities**

* To support in the management of the catering and retail provisions available at Livability Millie College & their expansion.
* To support catering activity on site for both the public and students.
* Create a safe working environment, considering health & safety and compliance for catering and visitor interactions.
* Use online systems and oversee the use of POS software.
* Have oversight of stock control and manage stock ordering in line with budgets supported by the Education Enterprise & Visitor Services Manager.
* Manage our retail outlets and community contracts onsite and offsite (VEC, Courtyard Centre) and assist in growing a local network of retailers to support our internal and external retail offer.
* To provide engaging content for social media and newsletters, showcasing the enterprise activity and student’s learning journey. Supply content where required, and in line with Shaftesbury’s Social Media Policy.
* Support and report directly in to the Catering Tutor for delivering enterprise activity on site and developing the offer.
* Liaise with Millie College Education staff to ensure a strong timetable of activity is in place meeting the educational needs of students and participants.
* To deliver the outcomes that aid in Shaftesbury Millie College’s long term enterprise goals.
* Delivering excellent experiences for our students, participants and visitors.
* To support in the development of successful relationships with external stakeholders, in order to expand the college’s reach with businesses in our community.
* Working collaboratively with the Enterprise Team to ensure the development and success of all areas of the department, including attendance at meetings where required.
* Supporting the set up & expansion of existing plans for the visitor facing areas of the site.
* Collaborating with the education staff on how the visitor services can benefit the development of our students.
* To assist in establishing Shaftesbury Millie College as a visitor destination.
* Be able and willing to support staff in the smooth running of events and compliance matters.

**The ideal candidate will have:**

* Ability to inspire others with a passion for catering, retail and community engagement.
* Experience of working within a public facing setting.
* Demonstrable interest in working with young people of varying needs.
* Ability to work to set budgets and work out suitable profit margins.
* Skills including, teamwork, managing small projects and communication.
* An enthusiasm to work collaboratively with the College as a whole and create links across Enterprise departments.
* Experience of working with volunteers and support staff.
* Working knowledge of appropriate Health & Safety, compliance, fire, security, and emergency procedures or the ability to learn and develop in these areas with support.
* Level 2 food safety qualification, with an interest to work to Level 3.
* Experience of working with communities and building relationships with local groups and organisations.
* Excellent customer service skills
* Ability to work as part of a team and autonomously.
* Ability to use retail management and POS systems on site.
* Ability to support in marketing activities and events.
* An interest in planning and delivering services and events for a range of audiences.

**Key Relationships**

* Enterprise Team
* Shaftesbury Education
* Holton Lee
* Local community and local community leaders
* Volunteers

**Person Specification**

**Qualifications:**

* L2 in Food Hygiene, with a desire to progress to L3
* Proven literacy and IT skills for maintaining accurate records. Willing to undergo training and improve own skills as relevant to the post.
* Valid and full, clean driving license

**Experience:**

* A years’ experience working in a hospitality environment, front and back of house
* Ideally, with knowledge and experience of using a range of ingredients, cooking processes and following recipes
* Experience of spreadsheet management of stock control, profit and loss etc.
* Working knowledge of safety issues/procedures, with the ability to carry out risk assessments.
* Ability to engage with the students, participants and the public in a positive and informative manner.

**General Skills and Attributes:**

* Good team player, flexible in working arrangements and have the ability to support Enterprise activity at short notice if the need arises.
* Able to show initiative and work proactively to ensure the smooth running of service provided at all times.
* Calm and patient when under pressure.
* Able to communicate positively with staff, students and visitors to the site
* Commitment to the safeguarding of children and young people.
* Ability to build and maintain successful relationships with students and staff treating them consistently, and with respect.
* Ability to maintain and respect confidentiality issues.
* Committed to students and their rights to independence, choice, dignity and self-respect.
* Ability to work collaboratively with all colleagues and carry out the role effectively, knowing when to seek help and advice.

**WORKING RELATIONSHIPS AND CONTACTS**

Internal: All Staff across the College and other Shaftesbury Staff.

External: Local Community, Visitors and other external organisations as deemed relevant to the post.

## SAFEGUARDING

Shaftesbury is committed to safeguarding and promoting the welfare of adult, young people and children and expects all employees to share this commitment and follow our safeguarding policies and procedures.

## EQUALITY AND DIVERSITY

Shaftesbury is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Shaftesbury aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The post holder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

## CHRISTIAN ETHOS AND VALUES

The post holder must carry out all duties in a manner which is consistent with Shaftesbury values which are based on an inclusive Christian ethos.

## POLICIES AND PROCEDURES

The post holder must also maintain the policies, procedures and practices of the organisation and as far as possible, must ensure that all activities within the work setting are consistent with those values, policies, procedure and practices.

## CONFIDENTIALITY

The post holder must ensure that any information relating to employees, service users and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

## HEALTH AND SAFETY

The post holder must be familiar with Shaftesbury Health and Safety policies and guidelines. All work should be undertaken so as to be consistent with these, and so as to ensure own health and safety and that of others affected by their work.

For further information or if you have any questions, contact: apearsall@livability.org.uk