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**Role Title: Catering Assistant**

**Reports to:** Operations Manager

**Accountable to:** Venue Manager

#### Hours: 40 hours per week, exclusive of meal breaks, plus as many as required to fulfill the needs of the post

**Grade: 3**

**Location:** IET Birmingham: Austin Court

**Setting the Scene:**

To ensure success as a Catering assistant, you should have knowledge of catering and some experience in general Venue assistance. Your excellent customer service and communication skills will help deliver our successful events.

Set in the heart of Birmingham city center in a stunning grade II listed building, IET Birmingham: Austin Court is a unique Conference & Events Venue. With 14 versatile rooms and cutting-edge technology, the Venue is the ideal setting for events up to 150 delegates.

Austin Court is working towards the IET’s societal challenges where possible:

**Healthy Lives** - Helping people live healthier lives

**Digital Futures** - Helping improve people’s lives through technology

**Sustainability and Climate Change** - Helping the planet through sustainable living

**Our Five Behaviors:**

* I include Everyone
* I do my very best
* I take full ownership
* I work well with others
* I openly communicate

**Key Accountabilities (not necessarily in priority order):**

* To prepare, deliver and serve refreshments for events.
* To clear rooms of catering and relay after refreshment breaks.
* To wash and store all cutlery and glassware.
* All kitchen equipment is maintained and cleaned to the required standard of cleanliness.
* To maintain records of stock; dry stores and equipment; reordering of stock when required.
* To maintain a kitchen inventory.
* To work unsupervised and prioritise own workload
* To liaise with contract caterer on site.
* To work and ensure all reports work towards the agreed IET working standards.
* To assist the Operations Manager in ensuring all customer requirements are fully met.
* To undertake any other duties and projects as requested by the Operations Manager
* To comply with data protection legislation and act responsibly on matters of data disclosure both internally and to third parties.
* To be familiar with the IET Health and Safety and Fire policies for the company and to attend mandatory updates where required.
* To deal with customer complaints and escalate response accordingly.

**What success looks like:**

* Delivering successful live/hybrid events, a memorable delegate experience, exceptional customer service and a fully satisfied event organizer ready to make the next booking. Achieving final targets with personal objectives.

**Aptitude and Experience:**

An exceptional individual who takes pride in delivering the very best customer service and takes full ownership

* Confident customer service and stakeholder handling over the phone, always working to provide excellent customer service
* Sound organisation skills, with the ability to multi-task and work with minimal supervision.
* An excellent communicator
* Smart and well presented at all times.
* Ability to work flexible hours.

This role description isn’t intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It’s the expectation that you will understand and keep up to date with IET mandatory policies, including data protection and data handing, as well as current Healthy and Safety policies, undertaking any training updates as needed.