

GRIMM & CO



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Registered charity 01154990

Visitor Hospitality Assistant for our Catering & Retail Offer.



Grimm & Co is a Yorkshire charity, based in Rotherham, that supports children and young people to make meaning of the world around them and build a positive narrative for themselves within it through the joyful discovery of stories.

Our Emporium of Stories is an enchanting story destination with Book Nook, Apothecary to the Magical shop, a story market, Feastery café (serving story-themed food and drink) and secret doors that hide beanstalks and writing/theatre spaces, where imaginations are ignited for children and young people to bring stories to life.

We are looking for a Visitor Hospitality Assistant for our Catering & Retail offer.

The role in brief:

As a Visitor Hospitality Assistant, you will deliver the day-to-day running of the catering, event and retail functions, ensuring the highest standards of retail, food service, hygiene, and customer satisfaction.

As a Visitor Hospitality Assistant, you will help deliver the story and experience of Grimm & Co, a unique visitor destination. You will play a key role in ensuring that Grimm & Co's story is told consistently, imaginatively, and effectively.

This role forms part of the Visitor Experience Team.



Some Key Terms & Conditions of the Role



Hours Full Time or Part Time: 1 full-time role of 40 hours per week or 2 part-time roles at 24 hours per week. We operate Monday – Sunday (general shift pattern, including evening and weekend work). A working pattern will be established by agreement on appointment.

Holidays: You will receive 25 days of annual leave plus all UK Bank Holidays pro rata.

Reports to: Visitor Experience Manager

Location: Mostly in Rotherham

Contract: Permanent

Salary: £22,628.76 to £26,507.98 pro rata, depending on age.

Benefits: Grimm & Co is a charity that rewards staff with a strong commitment to their well-being, staff discount, on-site parking and good working conditions.

How to apply:

Please submit your CV and a covering letter to amanda.barnes@grimmandco.co.uk. In the subject field, please write “Application for Visitor Hospitality Assistant” followed by your name. The covering letter should outline – with examples - each bullet point from the Person Specification (see below).

Grimm & Co wish to make our application process as accessible as possible. If you are experiencing any barriers in applying for this position, please contact us to discuss this further. We also welcome your thoughts on how we can improve our approach so please do tell us if your experience of this process could have been improved.

If you have questions about the role and would like to have an informal conversation before submitting a completed application form, please contact the Deputy Chief Executive to arrange a conversation by emailing emma.holling@grimmandco.co.uk.

Start Date: As soon as possible

Job Description:



Key Responsibilities

Visitor Hospitality Assistant (Catering & Retail)

- Provide exceptional customer service to all visitors, colleagues and special guests.
- Creating Front of House eye-catching food and shop product displays that draw customers in and look appetising/enticing to visitors.
- Day-to-day operations, including food and retail preparation, stock handling, deliveries, storage, assembly and ordering.
- Working Front of House - operating the till/EPOS systems, taking/fulfilling orders, handling cash and card transactions accurately.
- Maintain a safe, clean, attractive and welcoming environment that provides an excellent customer journey and displays products and services at their best.
- Undertake set up, preparations (food/beverage/products), service delivery including cooking and food preparation and then clean/close-down duties each day.
- Operate coffee machines/espresso equipment and barista tasks.
- Undertake orders fulfilment, including online order packing of retail products
- Comply with procedures, policies and regulations around Health & Safety, Food Hygiene, Allergens and COSHH, supporting with daily checklists and records.
- Maintain strong, positive customer relationships and monitor customer feedback.
- Advise visitors on products, promotions and gift items.
- Deliver hospitality services for events.
- Proudly representing Grimm & Co, embodying our positive brand image.
- Convey the message that every transaction supports our charity.
- Maintain a positive, welcoming presence on the shop floor and café counters.
- Report hygiene or safety issues promptly.
- Support colleagues (including volunteers) across café, event and retail tasks, including familiarising people with activities, covering breaks and event support.
- Aim to achieve targets set by the Visitor Hospitality Team Leader and the Visitor Experience Manager.
- Undertake fundraising activities, as appropriate, to support the sustainability of the charity.
- Support the Visitor Hospitality Team Leader and the Visitor Experience manager and the wider team, as and when required, with any other reasonable duties in the successful delivery of the charity's aims and objectives.

About you/Person Specification:

Please use this person specification to create your covering letter using the bullet points below.

Essential qualifications and experience:

- A passion for the hospitality industry with proven experience in food service, catering, hospitality, customer service, and retail.

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- A positive, can-do attitude, willing to learn.
- Alignment with Grimm & Co's vision, confidently inspiring customers through product knowledge and our brand story.
- Experience in growing and maintaining strong, positive customer relationships and monitoring customer feedback.
- Great communication skills to liaise with customers and team members within your environment.
- Able (training provided) to step into any role within the café/shop – including hot & cold food preparation and front-of-house service, working on till & preparing Barista coffees.
- Experience of maintaining a safe, clean, attractive and welcoming environment that provides an excellent customer journey and displays products and services at their best.
- Experience in supporting the smooth operation of a kitchen, including maintaining high standards of hygiene, food safety and health & safety including allergens and COSHH, supporting with daily checklists and records.
- Ability to motivate and support other team members and volunteers.
- Actively working to embed equality, equity, diversity, and inclusion in your practice.

Desirable experience:

- Experience of working in a Visitor Experience setting
- Experience in online ordering systems and fulfilling orders, including packing and posting retail products
- Experience of working with and supporting volunteers
- Excellent organisational, administrative, and digital literacy skills.

Pre-Employment Checks

- All employment offers are conditional upon receipt of two satisfactory professional references. Referees will be sought from an applicant once an offer of employment is made and referees will not be approached without the applicant's permission.
- All contract types are subject to a probationary period of 4 months.

Please note that this post will require DBS clearance, which will be completed by Grimm & Co for the successful candidate.



What our current staff say:

“The role of the CLC involves exciting delivery of workshops to children and young people. It is a fantastic opportunity to meet people from different backgrounds, both in person and remotely and offer support to encourage their creativity. The role requires you to be organised and have good time management, plus a love of having fun and being a bit silly. As well as delivery, there is a focus on planning sessions, administration, evaluation and analysing our feedback and outputs to keep improving our provision.”

“For me the best bits are meeting new young people and hearing their amazing ideas and watching them grow in confidence. Seeing a project come to a close and the young people and their families enjoying the end output makes you feel proud and a great sense of achievement. Working with the young people is instant gratification and a reminder of why we do what we do.”

If this doesn't sound like the role for you...

Why not have a look at our volunteering opportunities? Volunteers are our lifeblood here at Grimm & Co and we support a huge range of volunteering roles, find out more here: [Volunteering - Grimm & Co - Come and join our team \(grimmandco.co.uk\)](https://www.grimmandco.co.uk)

