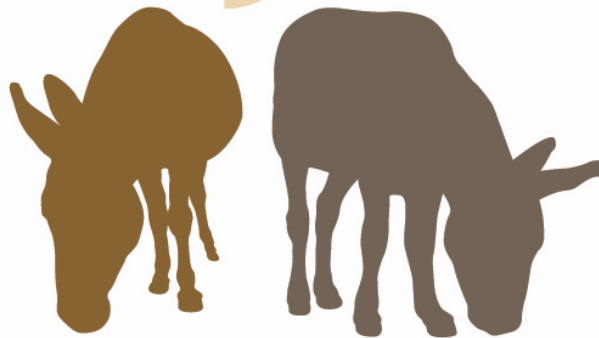




The
Hayloft
Restaurant



General Assistant

The Hayloft Restaurant

The Donkey Sanctuary

Sidmouth

Devon

EX10 0NU

(01395) 578222

The Hayloft Restaurant is situated at the heart of The Donkey Sanctuary. The former barn for donkeys has been superbly renovated into a rustic and relaxing restaurant overlooking the donkeys in the Main Yard. All profits from the Hayloft Restaurant go directly to The Donkey Sanctuary.

Guidance for Applicants

Applications

All applications will be kept on file, confidentially within the Human Resources Department for a period of 12 months. Should you therefore be unsuccessful with this vacancy and wish to be considered for other roles that are advertised in the future there is no need to complete another form, simply contact the Human Resources Department who will put your application forward.

Medical Assessment

All successful applicants invited to interview will be asked to complete a pre Employment Health Questionnaire. This will remain confidential and only the Human Resources Department and the Health and Safety Department receive a copy of the form. Should there be any concerns that may relate to employment in this post, we will follow this up with you.

Employment of Ex-Offenders

Appointment to this post is not subject to a CRB Disclosure however all unspent convictions are requested to be listed on the application form. Please note that unspent convictions apply to any conviction within the last 5 years.

Qualifications/Examination Certificates

Candidates called for interview should bring originals of all certificates to interview.

Right to Work Documentation

Candidates called for interview should bring with them evidence of their right to work within the UK. Documentation that will need to be seen is either:

- a valid UK passport; or
- a P60 and a full birth certificate; or
- If your passport is not from the United Kingdom, but from within the EEA there should be a Residence Permit/Certificate of Entitlement/Registration Card or a stamp;
- If your passport comes from outside the EEA you will have to gain possession of a Visa and a Certificate of Sponsorship, the latter having been issued by the HR Dept.

Please note that we will need to see original documents at interview. The successful applicant will then be asked to bring the original documents with them on their first day of work in order for a copy to be taken and kept confidentially within Human Resources Department. Please note that we are unable to offer make an offer of employment unless proof of right to work has been seen.

General Advice to all Applicants

If you are appointed to the post and you are in receipt of benefit such as Housing and/or Council Tax benefit, Tax Credits or any benefit from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed.

Informal Enquiries

Before submitting an application you may wish to discuss the post further by contacting Kirsty Wackley, Human Resources Officer on 01395 573089 or email kirsty.wackley@thedonkeysanctuary.com

Employment Package

Variable Hours Contract

All successful applicants will be issued with a Variable Hours contract. Due to the nature and demands of the business we cannot guarantee set hours of work every week. For example may work more hours per week in the summer as the restaurant will be busier, than you will in the winter as it is the quieter time of year.

Holiday

Holiday hours will be calculated based on the number of hours that you work. Every three months calculations will be made on the hours that you have previously worked.

Sick Pay

No sick pay is paid during the first 12 months of employment. If an employee is sick during this period they will be asked to take time off as either holiday or unpaid leave.

Death Benefit

After the successful completion of an employee's probationary period, they are covered under The Donkey Sanctuary Death Benefit Scheme.

Performance Reviews

An employee will receive a probationary review after 3 months of employment. Performance reviews held twice a year with your manager and this is an opportunity to discuss performance, development and training needs with the Line Manager.

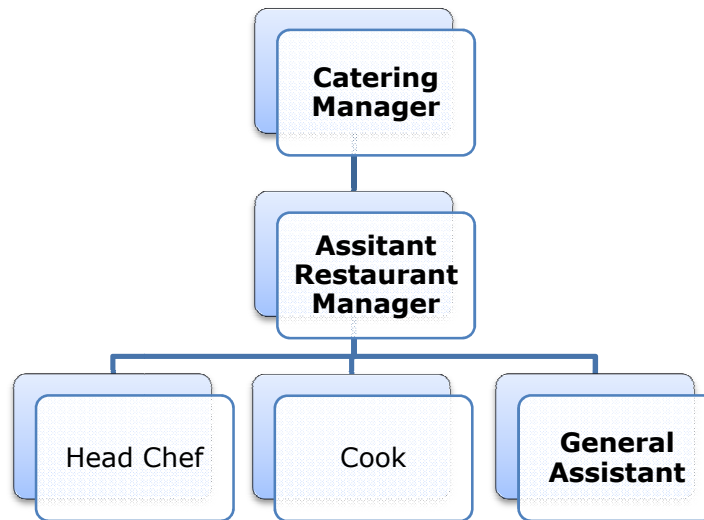
Uniform

You will be provided with a uniform as appropriate to the role.

Probationary Period

Your probationary period will be 3 months. During this period, should either you or the Charity wish to terminate your employment, your notice period shall be 1 week. After 3 months of employment the notice period is 1 months.

Departmental Structure



Job Description

Post Title: General Assistant
Department: The Hayloft Restaurant
Grade: A/B

Overall Purpose

To work as part of a team responsible for the smooth operation of the Hayloft Restaurant and to provide a friendly and professional customer service.

Main Duties and Responsibilities:

- Provide a friendly and professional customer service;
- Operate in accordance with the appropriate Health & Safety, Food Hygiene and Service Delivery Guidelines as set out in the Staff Handbook;
- Undertake duties as requested by the Line Manager, to ensure the effective and efficient operation of the restaurant;
- Undertake a range of duties essential for the operation of a food outlet, such as food service, table service, café preparation, setup, close down and cleaning of restaurant area;
- Work a series of shift patterns, as agreed with the Line Manager, to ensure effective staff coverage;
- Attend training when required;
- Undertake any other reasonable duties as required.

Additional Duties

- To assist in the unloading and storage of stock;
- To be responsible for filling the dishwashing machine and checking levels of soap and rinse aid.

Responsibilities of all Donkey Sanctuary Employees

- To work within the Charity's guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;
- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications by sharing appropriate information and building positive working relationships.

Responsible to: Catering Manager

Communication Links

Internal: Managers, Chefs, other staff - tasks, rotas, training, day to day jobs.
External: Customer, Suppliers - stock

Hours

Various flexible shifts between the hours of 10a.m.-6:30p.m., 7 days a week. This is a multi-site, 7-day operation and therefore there may be some requirement for flexible working to meet the needs of the restaurant.

Note:

To reflect any changes within the business during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing.

Knowledge and Skills

Essential:

Excellent customer service skills

Adaptable

Desirable:

Basic food preparation

Level 2 Food Safety Award

Experience of working in commercial kitchen environment