

UVB Job Profile

Job Title:	Hospitality Assistant	Department:	Unique Venues Birmingham (UVB)
Contract Type:	Casual Worker	Salary (Grade):	£13.45 per hour (Assistant 3) (RLW)
Hours:	As required	Reports to:	Food & Beverage Manager

Role Summary

Hospitality Assistants work across the Conference, Banqueting & Events program with a significant focus on Hospitality and Operations. Hospitality Assistants support the Hospitality Managers in the delivery of all UVB events. They are responsible for the manual set up and preparations of all event spaces. They are also responsible for servicing and hospitality requirements of a wide variety of clients, including food service, ushering, hospitality, bar work, and break downs.

The aim of your job is:

- To provide excellent customer service to customers and visitors any Unique Venues.
- To provide a clean, tidy and welcoming environment for customers, visitors and staff.
- To deliver service of a high quality and standard in a timely and efficient manner.
- To ensure all room sets are carried out to a specific standard and in a safe and timely manner.
- To ensure all events are subsequently broken and cleared down.
- To support the organisation in achieving its CRM aims.

Main Responsibilities

The main duties and responsibilities of the role are:

- Prepare rooms for all events: ensuring layout, equipment, catering and all other elements are exactly as per the function brief
- Set up and serve food and beverages as per the function brief, ensuring dietary sensitivities are always protected
- Always maintain a clean and tidy environment in all public areas of service
- Meet and greet guests in a polite and well-informed manner
- Be prepared for both the event and the clientele
- Act as usher for UVB events and undertake any necessary evacuation procedures
- Make and serve hot beverages, biscuits and cakes as required
- Wash and dry all crockery and serving equipment at the end of service
- Cash-up and reconcile till at end of shift when required

- Return room set-ups to standard at the end of each event
- Support the efficient delivery of all event catering needs
- Follow all protocols as defined by the Event Managers
- Ensure a safe working environment is always maintained with regard to the health, safety and welfare of you and others.
- Undertake any specific or seasonal cleaning as required.
- Support and promote all company policy, with specific attention to Equality & Diversity, Customer Care, Health & Safety and Data Protection.
- Ensure a safe working environment is always maintained with regard to the health, safety and welfare of customers, visitors, staff and yourself.
- Other reasonable duties are required for the smooth running of the Hospitality & Events Team

The duties and responsibilities set out should not be regarded as exclusive or exhaustive.

Accountabilities

You will be responsible for...

N/A

Person Specification

You must have...

- Previous experience working in a conference venue.
- Positive and helpful attitude.
- Flexibility, dedication and commitment.
- Willingness to learn new skills and activities.
- Ability to work and contribute as a member of a team.
- Excellent communication and interpersonal skills.
- Work well under pressure and to deadlines.
- Understand the importance of good internal and external customer relations.
- An excellent eye for detail and a commitment to excellence.
- High dress & appearance standards and excellent time keeping.
- Reliable and take a positive and enthusiastic approach to work.
- Ability to work weekends and evenings and unsociable hours.

It'd be great if you had...

- Basic technical AV experience
- First Aid trained
- Food Hygiene
- Personal License