

JOB DESCRIPTION

JOB TITLE: Casual Catering Assistant

RESPONSIBLE TO: Café Manager / Café Supervisor

DATE PREPARED: July 2025

1 JOB PURPOSE

The Hepworth Wakefield catering offer provides vital income, ensuring the gallery's continued viability and sustainability. The catering team operates across the Gallery Café and Garden Café, offering a seasonal and sustainable menu that champions local suppliers, as well as catering for a variety of public and private events.

The Casual Catering Assistants will enjoy delivering a high-quality food and drink service while maintaining a high standard of customer service. Duties will include supporting opening and closing procedures, greeting customers, preparing drinks, serving food items, operating the till, clearing tables, re-stocking cabinets, and contributing to a diverse range of catering experiences, from daily café service to elegant weddings and evening events. You will work as a team to ensure a smooth-running service across all catering operations.

2 KEY RESULT AREAS

- Providing excellent customer service by engaging with a wide range of visitors in a friendly, professional and efficient manner.
- Providing customers with detailed information on our menus, ethos and suppliers.
- Taking an interest in the wider gallery offer including exhibitions, events and the membership scheme and sharing this with visitors.
- Maximising sales by using upselling techniques to encourage higher spend.
- Ensuring the café and event areas are clean and presentable at all times, taking responsibility for the clearing, cleaning and resetting of tables.
- Taking customer orders using the till system, processing credit card payments and handling cash.
- Ensuring you are aware of customer dietary requirements and that company

procedures are strictly followed with regards to allergens.

- Preparing and serving coffee, tea and cold drinks to a consistently high standard
- Managing the coffee machine and surrounding area, carrying out continuous and preventative cleaning and maintenance and reporting any defects to the Café Manager.
- Serving cakes and food items to a consistently high standard.
- Ensuring food and drink displays and cabinets are well stocked.
- Washing crockery, cups and kitchen equipment as required.
- Following checklists to maintain the clean and tidy appearance of the café and events areas before, during and after service.
- Providing a professional catering offer during a variety of events including weddings, parties, private dinners and corporate events.
- Adhering to all hygiene and safety procedures.
- Any other duties as reasonably requested by the Café Supervisor or Café Manager.

3 ADDITIONAL INFORMATION

We are committed to improving diversity within our organisation and we expect all our employees to share this commitment and help us to achieve these goals.

All staff must carry out all duties in accordance with our policies and procedures.

4 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

E = Essential D = Desirable

Experience of serving customers to a high standard in a café or restaurant environment.	E
Experience of serving guests to a high standard during public and private events.	D
Highly proficient in using a semi-automatic espresso machine, making coffees to the highest possible standards including basic latte art skills.	D
A passion for high quality food and drink.	E
Commitment to delivering excellent customer service.	E
Performs well under pressure and thrives in a busy environment.	E
Confident, enthusiastic, efficient and results driven.	E
An interest in the work of The Hepworth Wakefield.	E

5 BASIC TERMS AND CONDITIONS

- This is a casual role with shifts offered as and when available, with many shifts taking place during weekends and evenings.
- The hourly rate is £12.60 per hour.
- The place of work is The Hepworth Wakefield, Gallery Walk, Wakefield, WF1 5AW.
- New employees meeting the criteria will be auto enrolled into a pension scheme run by Royal London, including an employer contribution of up to 6%.
- Staff discount in the shop and café.