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## Shoreditch Trust Venue & Events Front of House Staff - Healthy Living Centre and Waterhouse Restaurant: Job Description and Person Specification

Reports to: Venue and Events Coordinator

Salary: £9.75 per hour

Contract: Casual/ongoing

Probation period: Three months

Hours: Shift work – variable hours by rota. The role is therefore ideally suited for candidates who are able to work flexible hours

Based at: Healthy Living Centre, 170 Pitfield Street, N1 6JP and Waterhouse Restaurant, 10 Orsman Road, N1 5QJ

Job Ref: VEFOH01

### Job Description

Shoreditch Trust is an entrepreneurial charity based in East London that works with residents to support them to improve their health, wellbeing, social networks and opportunities.

The Healthy Living Centre is a community hub which offers a holistic programme of health and wellbeing activities, personal development and skills-based training including community cook and eat sessions, mental health and wellbeing courses and maternity peer education training. The space is also hired out by individuals and organisations who deliver activities that fit with the Shoreditch Trust ethos, generating an income stream to support our charitable activities.

Waterhouse Restaurant is one of the area's hidden gems and a great place to come for breakfast, lunch or private functions. Waterhouse offers visitors a unique dining experience with a deliciously tempting yet ethical menu featuring the freshest seasonal ingredients. The canal-side restaurant is host to Shoreditch Trust's Blue Marble Training Programme, providing support and training to young adults to enable them to transition into independent living and sustainable employment. The space is also available for private hire and all income generated provides an income stream to support the running of Blue Marble.

As a member of the Front of House team you will play an integral role in maintaining high standards of customer service and enabling the smooth operational running of both venues, acting as the first point of contact for customers and building users.

#### Waterhouse Restaurant

**Main tasks:** Welcoming customers to the restaurant / taking orders and serving customers / ensuring the restaurant areas are presentable and clean.

#### Healthy Living Centre

**Main tasks:** Welcoming service users to the centre / responding to and coordinating room hire enquiries / taking bookings / preparing rooms for hire and liaising with the client on the day of the booking / ensuring that the venue is a presentable, accessible and a safe place to visit / supporting new and existing clients to access the services available at the Healthy Living Centre.

*This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.*

## Personal Specification

### Education and Professional Qualifications

#### Desirable

- GCSE English & Maths or equivalent education, Grade C or above
- Emergency First Aid at Work and Fire Warden certificates
- Qualification relating to customer service

### Experience

#### Essential

- At least one year's experience of working a similar or relevant customer-facing role
- Experience of using booking systems
- Computer literate and very familiar with Word and Excel
- Handling personal details and managing confidential data

#### Desirable

- First Aid and Fire Warden training
- Using an online client booking system
- Personal licence holder
- Working or volunteering in a multi-cultural, community setting and/or charity
- Working or volunteering with young people and adults with additional needs

### Knowledge, Skills and Aptitudes

- Confident and capable communicator with good spoken and written English
- Excellent customer service skills
- Excellent organiser and able to juggle multiple tasks simultaneously
- Able to manage your time effectively and independently
- Able to work effectively and sensitively with people from diverse cultures and backgrounds
- Able to communicate effectively and sensitively with individuals who have physical or mental health needs or learning difficulties
- Able to communicate effectively with people who are troubled or in distress
- Able to maintain discretion and client confidentiality at all times
- Excellent attention to detail and able to input data with a high level of accuracy
- Able to be flexible and adaptable in potentially complex or challenging situations
- A strong interest in and commitment to the aims and ethos of Shoreditch Trust
- IT literate with an excellent working knowledge of Microsoft Office including Word and Excel.