



**Units 1–2 Waterhouse  
8 Orsman Road  
London N1 5QJ**

**T 0844 225 2051  
F 020 7729 1978  
www.shoreditchtrust.org.uk**

**Vat 885423692  
Company 3894363  
Charity 1086812**

## **Shoreditch Trust Venue & Events Coordinator, Waterhouse Restaurant: Job Description and Personal Specification**

**Reports to:** Venue & Events Manager

**Line manages:** Small team of casual front of house staff

**Salary:** £22,000 per annum

**Contract:** Full time, permanent

**Probation:** Three months

**Hours:** 35 per week - typically Monday – Friday (some evenings and weekends will be required on a rota basis)

**Based at:** Waterhouse Restaurant, 10 Orsman Road, N1 5QJ and Shoreditch Trust Head Office, Units 1-2, 8 Orsman Road, N1

**Holiday:** 25 days + bank holidays + 4 personal development days

**Job Ref:** STVEC03

Waterhouse Restaurant is a social enterprise restaurant wholly owned by Shoreditch Trust. The restaurant is open 5 days a week and serves breakfast and lunch as well as hosting a range of events from community lunches, private dining and weddings through to business networking events, international membership events, corporate and charity events. The income generated from this enterprise provides a revenue stream to support our charitable activities. The restaurant is host to the Trust's flagship training programme Blue Marble Training. The programme provides training, mentoring and work experience that supports vulnerable young people to be more independent, develop skills, gain qualifications and access opportunities to progress into paid employment.

As the Venue and Events Coordinator at Waterhouse Restaurant you will work within our Venue and Events team. You will play a vital role in enabling the smooth operational day-to-day running of the restaurant and our annual events programme, welcoming customers, taking orders, serving food and ensuring that the centre is a presentable, welcoming and accessible space.

### **Job Description**

The work plan will be primarily divided between 3 priority areas:

- 1. Coordination of the day-to-day operation of Waterhouse Restaurant and events**
- 2. Stock management and coordination of maintenance**
- 3. Reporting**

### **Coordination of the day-to-day operation of Waterhouse Restaurant and events**

- Ensure the restaurant is well maintained so that it is a presentable, welcoming, accessible, relaxing, practical and safe place to eat, drink and network;
- Act as a principle key-holder for Waterhouse Restaurant, ensuring that the venue is open and accessible during hours of operation and in line with safety procedures;
- Line manage and lead a small team of Front of House staff – induct new staff, manage the staff rota and ensure that all processes and systems are followed and high standards of customer service delivery are upheld;
- Maintain excellent channels of communication with the kitchen and Blue Marble Team, ensuring that the Front of House function supports the positive learning environment for Blue Marble Trainees. This includes attending regular team meetings;
- Complete daily cash-ups and reporting following the Trust's financial procedures and adhere to licensing regulations;
- Coordinate the community events programme for the restaurant including Elders' Feasts, volunteer appreciation events;
- Coordinate restaurant and private event bookings, responding to enquiries, maintaining customer databases, issuing quotes, managing bookings and completing invoicing following the Trust's financial procedures;
- Be a personal licence holder in compliance with the Licencing Act 2003 (Shoreditch Trust can offer this training as part of the induction process);
- Be a trained first aider and fire warden when on site (Shoreditch Trust can offer this training as part of the induction process). Work with the wider team to ensure regular risk assessments are carried out at each site and actions are delivered.

### **Stock management and Coordination of Maintenance**

- Complete a weekly stock take and maintain stock levels of all drinks and Front of House-related supplies using systems overseen by the Finance team;
- Assist in the management of relationships and on-going work with suppliers including supporting our buy social policy;
- Coordinate one-off issues (logistical, systematic, repairs) as they arise;
- Coordinate maintenance or repairs by suppliers and supervise suppliers working on site in order to meet Health and Safety, Fire Safety and licensing requirements.

### **Reporting**

- Compile weekly sales reports;
- Coordinate information relating to customer experience, bookings, customer database and sales to inform the quarterly reports compiled by the Venue and Events Manager for Shoreditch Trust's Board of Trustees and funders.

### **Job requirements:**

In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities

### **Corporate responsibilities:**

- Demonstrate high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration;
- Keep customer care as the major priority for service provision;
- Ensure the service is promoted efficiently, effectively and in-keeping with the aims of Shoreditch Trust;
- Adhere to all relevant Shoreditch Trust policies and procedures.

*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 and the clients we serve.*

## Personal Specification

### Education and professional qualifications

#### Essential

- GCSE English & Maths or equivalent education, Grade C or above.

#### Desirable

- Emergency First Aid at Work and Fire Warden certificates;
- Qualification relating to customer service, venue management or Front of House;
- Personal licence holder.

### Experience

#### Essential

- At least two years' experience of working a similar or relevant customer-facing role;
- Working or volunteering in a multi-cultural community setting;
- Working or volunteering in a small team.

#### Desirable

- Experience of a supervisor position in a restaurant;
- Working or volunteering with adults with complex needs;
- Managing a small team.

### Knowledge, skills and aptitudes

- A strong interest in and commitment to the aims and ethos of Shoreditch Trust;
- Confident and capable communicator with good spoken and written English;
- Excellent customer care skills with the ability to be respectful and non-judgemental in all dealings with clients and professionals delivering/referring to services;
- 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;
- Excellent organiser and able to juggle multiple tasks simultaneously;
- Able to manage time effectively and independently;
- Computer literate with 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.