

Charles Dickens Museum

1.	Job title: Café Assistant (Including some Front of House Duties)
2.	Location: Based in London at the Charles Dickens Museum 48-49 Doughty Street London WC1N 2LX
3.	Responsible to: Front of House Supervisor
4.	Salary: £9 an hour
5.	Main Purpose of Job: You will be working as part of a small team covering the Museum Garden Café and assisting with front desk duties as required. With relevant experience in Customer Service and EPOS systems and preferably sound knowledge of hygiene and food safety standards, you will need to provide excellent customer service to ensure visitors get the most from their visit. The position involves serving food and drinks, cleaning and clearing, as well as general day to day cleaning and stocking of the café. The position will also involve some work on our admission desk and gift shop - so willingness to undertake a broad range of duties is essential. Previous retail experience, whilst not essential, would be desirable.
7.	Key Relationships: Maintain cleanliness and tidiness within the Café, Shop and Front of House area at all times Ensure all visitors are welcomed and receive the best possible customer service during their visit to the Museum. Serve visitors politely, quickly and efficiently, providing advice and guidance where necessary, in order to maximise income to the Museum. Operate the tills and credit card machines ensuring that all transactions

Charles Dickens Museum

	<p>are carried out accurately at all times.</p> <p>Daily till reconciliation</p> <p>Maintain high standards of presentation and stock control for the Museum Cafe.</p> <p>Ensure that the counter is well stocked and presented to desired standards.</p> <p>Unload incoming stock in the cafe; this may include lifting and bending.</p> <p>Ensure safety of visitors and providing assistance in regulating visitor-flow during normal operational hours and events, when needed.</p> <p>Assist with special events and evening events where required, including bar set up.</p> <p>Liaise with and take instruction from Museum Management and to ensure regular and contribute to consistent communication between management and the rest of the museum team.</p>
8.	<p>The successful candidate will have:</p> <p>Excellent customer service skills</p> <p>Prior experience working within a customer service/food environment</p> <p>Ability to work in a team</p> <p>Be responsible, flexible and punctual</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to remain calm under pressure, decision and initiative skills</p> <p>Desirable skills:</p> <p>Experience of working in a Museum or similar cultural environment.</p> <p>Experience of working in food preparation or/and a catering environment.</p> <p>Retail experience</p>
9.	<p>General Terms and Conditions:</p> <p>Contract: Permanent</p> <p>Hours: 18 - 30 hours a week</p>

Charles Dickens Museum

	<p>Rate: £9 an hour</p> <p>Probationary period: 1 month</p> <p>Notice period: 1 week during the probationary period and 1 month thereafter.</p>
10.	<p>Application Process:</p> <p>To apply for this position, please send a covering letter detailing your relevant experience and skills in relation to this role, and your CV by email to: catherine.mcgregor@dickensmuseum.com</p> <p>Closing Date: 9:00pm 21st March 2019, Interviews will take place week beginning 25th March 2019</p>
11.	<p>Background Information:</p> <p>The Charles Dickens Museum is a fully accredited independent museum dedicated to promoting the life and work of Charles Dickens, writer, journalist and social reformer.</p> <p>Our mission is to be the world's leading centre for the study, appreciation and enjoyment of Charles Dickens's life and works, and to achieve this we have three aims:</p> <ul style="list-style-type: none">• to care for, develop and provide access to our outstanding buildings, collections and knowledge;• to provide a high-quality and inspiring experience to a wide range of audiences; and• to operate with the highest levels of organisational and financial efficiency. <p>The Charles Dickens Museum was founded (as the Dickens House) in 1925 and is constituted as a charity (charity number 212172). The Museum holds the world's finest and most comprehensive collection of material (over 100,000 items) relating to Dickens's life and work. It was here at 48 Doughty Street (a Grade 1 listed building) that Dickens established himself as a writer in the 1830s and rose to international</p>

Charles Dickens Museum

fame.

The Museum also houses an extensive archive and research library used continually by leading scholars, and it is the headquarters of the international Dickens Fellowship. 48 Doughty Street is a place of pilgrimage for people from all over the world – fans, scholars, researchers, writers – and it is a place of learning for thousands of children and young people. We receive 200-300 visitors daily, as well as 50+ school pupils each day during term time.

In addition to permanent displays, the Museum presents an ongoing series of temporary exhibitions exploring different aspects of Dickens's life.

Website: <http://www.dickensmuseum.com>

The Charles Dickens Museum Limited of 48-49 Doughty Street, London WC1N 2LX acting as the sole trustee of The Dickens House and the Dickens House Fund (registered charity number 212172).