

# JOB DESCRIPTION

**Post:** Events Assistant

**Department:** Tate Eats, Tate Entertaining Corporate, Catering Team

**Reporting to:** Catering Manager

**The Company:** Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

**The Department:** Tate Events is an end to end events business from venue hire through to production, food and beverage, while also managing Tate's Corporate Membership scheme. It works with a wide variety of clients from internal Tate ones to external customers who are Tate's corporate partners and members, external businesses and private individuals.



## **The Disability Confident Scheme**

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

**Purpose of job:** To operationally deliver commercial and internal events by supporting management in the set-up of live events and subsequent breakdown and adhere to Tate Eats' Standards, ensuring that Tate Entertaining's food and beverage delivery exceeds customer expectations.



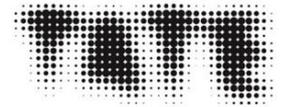
## **Main Duties and responsibilities:**

- Set up, prepare and deliver events. This includes: preparing butter dishes, setting up furniture, preparing drinks stations, serving drinks, staffing cloakrooms and any other reasonable task requested
- Clean and maintain equipment where necessary e.g. hand-wash canapé trays
- Clean, return and secure all equipment and goods used to the appropriate areas after an event
- Greet customers with a courteous service and strive to exceed their expectations
- Ensure personal presentation and uniform conforms to Tate Eats' standards
- Maintain excellent time keeping and task prioritisation at all times
- Adhere to the usual shift-booking processes, maintaining excellent communication with managers
- Communicate any event issues appropriately to a manager
- Present a positive and professional attitude to the job and to Tate at all times, acting as a good role model to new staff
- Attend and respond to any training e.g. gallery security, fire, Health and Safety Training, Manual Handling Training, and service procedure training
- Work in a responsible way following Health and Safety training and procedures and taking any precautions listed in the company risk assessments.
- Perform any task required by operation and is requested by the Manager and as required by the operational demands of the business

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

## **Person Specification:**

- Passionate about delivering events efficiency and an interest in Tate Eats
- Ability to anticipate problems leading up to and during an event
- Positive role model and team member conveying a professional attitude and appearance at all times
- Attention to detail
- Ability to multi-task and prioritise tasks
- Respond positively to working under pressure.
- Ability to follow given instructions and complete them within the time specified.
- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Ability to network efficiently and build on relations with other departments



- Demonstrate a flexible proactive and positive approach and willingness to operate whenever help is needed Ability to spend the shift on your feet
- Prompt timekeeping and good time management
- An interest in the aims, services and products of Tate Catering

**Desirable:**

- Awareness of the requirements of food allergen regulations
- Experience of bar work and good beverage knowledge
- Food knowledge
- Experience of cash handling

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all its employees to actively contribute to promote diversity and inclusion as part of their role