



HARRIS CAFÉ RECRUITMENT PACK

the HARRIS



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The Harris Overview

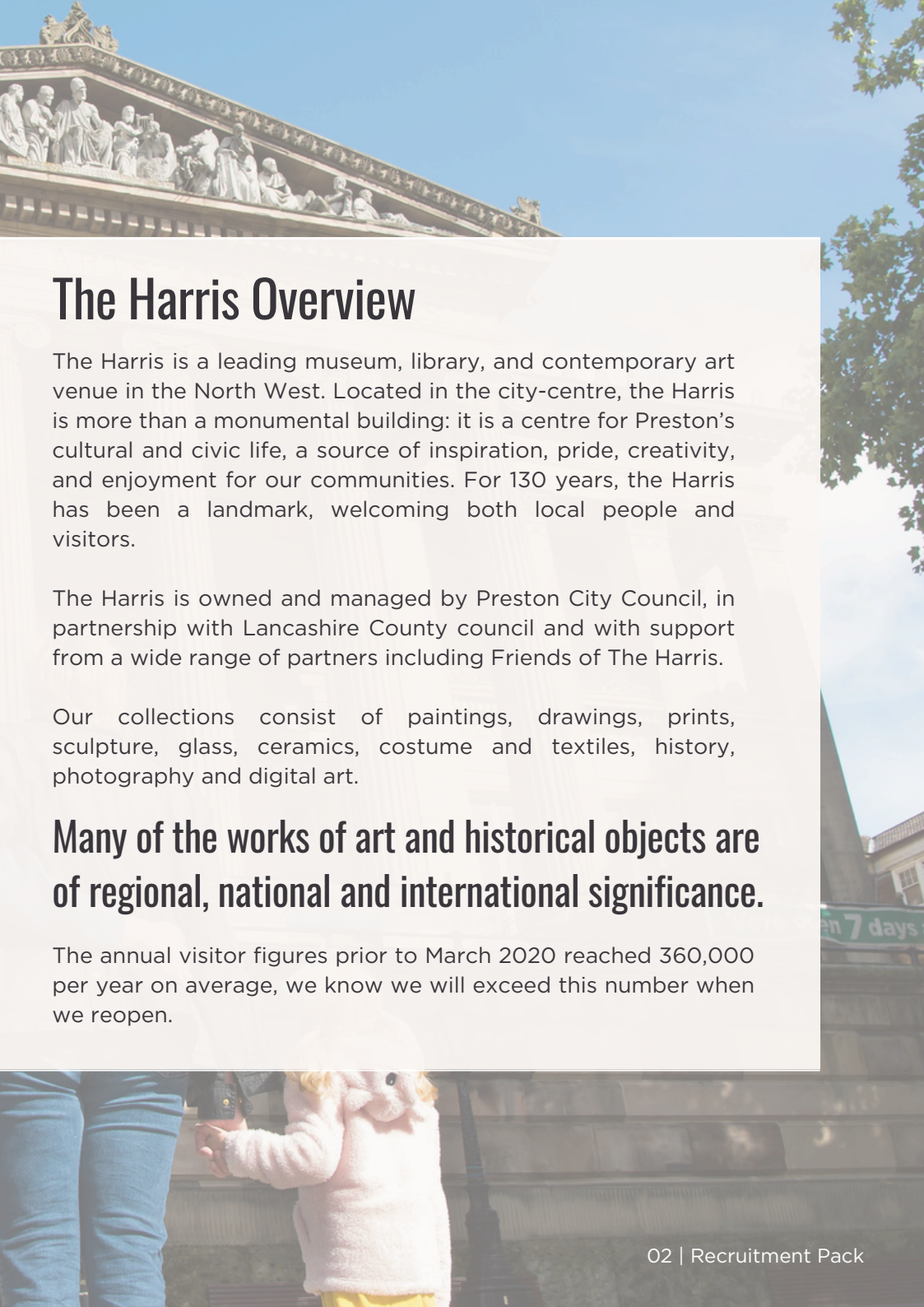
The Harris is a leading museum, library, and contemporary art venue in the North West. Located in the city-centre, the Harris is more than a monumental building: it is a centre for Preston's cultural and civic life, a source of inspiration, pride, creativity, and enjoyment for our communities. For 130 years, the Harris has been a landmark, welcoming both local people and visitors.

The Harris is owned and managed by Preston City Council, in partnership with Lancashire County council and with support from a wide range of partners including Friends of The Harris.

Our collections consist of paintings, drawings, prints, sculpture, glass, ceramics, costume and textiles, history, photography and digital art.

Many of the works of art and historical objects are of regional, national and international significance.

The annual visitor figures prior to March 2020 reached 360,000 per year on average, we know we will exceed this number when we reopen.





Why work in the Harris Café?

The Harris Café, reimagined as part of the Harris Your Place project, will be a welcoming space with seating for up to 80 visitors, offering a comfortable environment for visitors to relax and reflect on their visit.

Collection items and library lending stock will be integrated into the space, ensuring that both staff and visitors alike can experience everything The Harris has to offer, no matter which part of the building they happen to be in.

You will be part of a broader team of staff delivering great service to visitors by promoting the Library, The Harris and its collections/exhibitions.



ROLE ONE

ASSISTANT CATERING MANAGER



Overview of the Role

Preston's busy Harris Café is looking for an Assistant Catering Manager to run the café offer.

The Harris is undertaking a multimillion-pound project; Re-imagining the Harris, to transform the venue and our relationship with our audiences ensuring we are fit for a 21st Century visitor. The café is a key part of this project.

The main duties will include: ensuring a consistent exceptional Barista Café menu offer and experience for all visitors. Developing a fantastic, service focused team plus embedding Harris' food and beverage standards. Continual menu research and development. Providing excellent quality customer service. Work with the team and implement the Wedding and Venue Hire Offer. Record keeping including income and profitability reporting. Administration (stocktaking, invoicing etc). Use of computerised till and back-office software. Ensure the highest standards of cleanliness in the kitchen and café area.

You will be part of a broader team of staff delivering great service to visitors by promoting the Library, The Harris and its collections/exhibitions.

Previous experience of managing a team of staff, dealing with public and providing and executing a fresh and exciting menu offer would be an advantage. If you are enthusiastic, energetic and committed, you may be the person we are looking for.

- **Grade: 7**
- **SCP: 12 - 15**
- **£27,711 - £29,093 pro rata**
- **Monday – Sunday daytime hours**
- **Fixed Term - 2 years**
- **Closing date: 12 May 2025**
- **Interviews held: W/C 19 May 2025**

Job Outline

Assistant Catering Manager

Purpose of the job

- To assist in the management of The Harris Food & Beverage (F&B) operation so that it is commercially successful, achieving and stretching financial targets and maximising income and profitability
- To ensure the consistent delivery of exceptional service and presentation standards of F&B products that consistently exceed visitors' expectations
- To ensure the F&B offer is an integral part of the visitor experience that reflects the Harris spirit
- To have day to day responsibility for the safe and efficient operation of the café's kitchens
- To work with the team to ensure the planning, coordination and operational management of The Harris venue hire and wedding offer is implemented
- To have delegated responsibility for recruiting, training and developing a fantastic, service focused team plus embedding Harris F&B, clients and visitors standards
- You will be part of a broader team of staff delivering great service to visitors by promoting the Library, The Harris and its collections/exhibitions

Skills required

- Have a friendly and engaging personality, be a good communicator and able to work under pressure
- Be comfortable working with members of the public, able to initiate conversations and provide a sincere welcome
- You need to be willing to learn, take instruction and work under own initiative, supporting other team members
- The café team are on their feet for most of the day and will be required to lift and carry trays and crockery, restocking shelves etc

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality, and all employees must be aware of that duty and work to the Council's equality standards

Main Duties / Responsibilities

- To deliver exceptional service, every time, for everyone and champion a service culture within the team
- To help to create a great place for the team to work, encouraging motivation and development
- To ensure the café delivers and maintains consistent standards of presentation and produce
- To work with your line manager and the team to ensure the planning, coordination and operational management of The Harris venue hire and wedding offer is implemented
- To review performance regularly and report visitor feedback and service scores
- To identify opportunities to drive income and innovation, harnessing ideas from your team, customer feedback and input from Harris collages and other specialists
- To contribute to and be responsible for achieving targets to maximise income and profitability
- To monitor resources and take action to achieve financial targets
- To develop a costed menu book to control resources to keep on target and minimise waste
- To research and order supplies using fresh, locally sourced and seasonal ingredients where possible
- To administer supplier invoicing

- To prepare and serve hot and cold beverages, cakes, other food items and deliver consistent high standards of presentation and product
- To give advice and guidance on products selection to customers to ensure a positive and safe experience
- To manage queues, meet customer expectations and demonstrate the highest standards of customer welcome and care when assisting customers
- To work alongside your manager to ensure the team complies with all relevant legislation and PCC policies to minimise risk to staff and visitors
- To have delegated responsibility in the recruitment and training of enthusiastic people
- To encourage development of the team following PCCs performance development of the team
- To manage the maintenance of the computer databases using Word, Excel, Samtouch (till software) and other systems
- To be able to operate a till, handle cash & card payments and carry out end of day cashing up
- To keep all areas tidy and clean including table clearing, removing dirties and waste
- To always work within established guidelines and operating procedures

NB: In addition, other duties at the same level of responsibility may be allocated at any time.

Person Specification

Assistant Catering Manager

E: Essential
D: Desirable

Qualifications


- E** - GCSE Maths and English at Grade C or above or equivalent
- E** - Level 2 Food Hygiene Certificate (training available)
- D** - BETC or City & Guilds level 2/3 (or equivalent level of experience)

Experience

- E** - Experience of delivering exceptional customer service in a similar environment
- E** - Experience of developing and delivering a menu to a consistently high standard
- D** - Experience of reviewing performance against customer feedback and service scores
- D** - Experience of identifying opportunities to drive income generation
- E** - Experience of dealing with the public
- E** - Experience of managing staff
- D** - Experience as a barista in a busy environment (training available)
- E** - Experience of working in a café or other customer-facing role

Special Requirements

- E** - Be willing to undertake appropriate training
- E** - Be willing to work extra hours to cover holidays, sickness, etc
- E** - Able to work on weekends
- E** - Able to work early morning and evening hours



E: Essential
D: Desirable

Knowledge / Skills / Abilities

- E** - Be responsible for maintaining the consistent high standards of visitor experience within The Harris
- E** - Ability to set personal objectives and be self-motivated with a high level of enthusiasm, energy and commitment
- E** - Work with Business Enterprise Officer to develop and run the wedding and venue hire offer. Bookings will be made via our in-house system, creating confirmations & function sheets
- E** - Understand managing budgets to increase income and control costs including stock and waste management. Ultimately maximise income and profitability opportunities
- E** - Manage café income and expenditure streams, stock control and regular stock takes
- E** - Ability to manage the day-to-day operation of a busy café
- E** - Ability to manage a small team of Supervisors and Assistants including conducting staff development reviews
- E** - Ability to develop café operating procedures and ensure café staff are complying with all relevant procedures
- E** - Ability to develop and promote a high standard of product for the café
- E** - Ability to support and contribute to The Harris' marketing activity to promote the café offer
- E** - Ability to initiate conversations, including information about menus, food ingredients whilst always providing a sincere welcome

- E** - To always be helpful and polite to the public using excellent customer service skills whilst staying calm and coping under pressure
- E** - Resolving day to day issues within the operation following PCC and Harris guidelines
- E** - To be able to build and maintain strong relationships with suppliers
- E** - Ability to stay calm and cope under pressure
- E** - To be able to take till payment, experience of a till, chip and pin
- E** - Ability to undertake end of day daily cashing up process
- E** - To have good written and verbal communications
- E** - To have good levels of numeracy
- E** - To have competent IT skills
- E** - To prepare basic hot and cold foods
- E** - Ability to assist with setting up café and counter, before during and end of day
- E** - Help with general cleaning and tidying
- D** - Ability to undertake lifting and handling of equipment (with the appropriate training)
- D** - Knowledge (Training available): Food Safety and Food Hygiene, Allergens and Health & Safety compliance requirements, Spike Awareness, Check 25, Age Verification Retail, Vulnerability Awareness, Cashing up Procedures and PCC's MiPod courses e.g Manual Handling



ROLE TWO

CAFÉ SUPERVISOR



Overview of the Role

Preston's busy Harris Café are looking for a number of enthusiastic people to supervise the café and its team.

The Harris is undertaking a multimillion-pound project, *Re-imagining the Harris*, to transform the venue and our relationship with our audiences ensuring we are fit for a 21st Century visitor. The café is a key part of this project.

The main duties will include: supervise and motivate the team, ordering stock, providing good customer service, a quality Barista and café experience for visitors, ensuring the highest standards of cleanliness in the kitchen and café area, using the computerised till and end of day cashing up.

Previous experience of dealing with public and having a Food Hygiene Certificate is highly desirable.

If you are enthusiastic, energetic and committed, you may be the person we are looking for.

- Grade: 4
- SCP: 6 - 8
- £25,183 - £25,992 pro rata
- Monday – Sunday daytime hours
- Full and Part Time Posts
- Fixed Term - 2 years
- Closing date: 26 May 2025
- Interviews held: W/C 2 June 2025



Job Outline

Café Supervisor

Purpose of the job

- Supervise the day-to-day operation of the café so it is commercially successful
- Supervise staff, including managing rotas
- Carry out end of day cashing up
- Order food stock
- Offer customers the highest standards of customer service and care
- Serve customers efficiently with food and drink orders
- Assist in preparation of food, café and counters before, during and at the end of service
- Ensure required standards and procedures are adhered to

Skills required

- Have a friendly and engaging personality, be a good communicator and able to work under pressure
- Be comfortable working with members of the public, able to initiate conversations and provide a sincere welcome
- You need to be willing to learn, take instruction and work under your own initiative, supporting other team members
- The team will be on their feet for most of the day and will be required to lift and carry trays and crockery, restocking shelves etc

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality, and all employees must be aware of that duty and work to the Council's equality standards

Main Duties / Responsibilities

- To support your line manager to deliver consistent standards of presentation of people and product
- To support others in achieving daily targets to maximise income and profitability
- To maintain the highest standards of tidiness and appearance at all times
- To ensure the team always adopt a professional approach
- To produce and manage Staff Rotas
- To support the induction and training to develop a fantastic, service focused team & embedding The Harris' quality standards
- To assist management with the development and promotion of a high standard of product for the café
- To support The Harris marketing activity to promote the café offer and ultimately maximise income
- To identify opportunities to drive income and innovation, harnessing ideas from your team, customer feedback, input from Harris collages and inform your line manager
- To manage queues and meet customer expectations
- To demonstrate the highest standards of customer welcome and care

- To seek to resolve day to day visitor issues, taking informed and measured decisions and escalating to your Line Manager where appropriate
- To give advice and guidance on product selection to customers to ensure a positive and safe experience
- To prepare and serve hot and cold beverages, cakes, other food items and deliver consistent standards of presentation
- To check stock levels and assist to place orders with locally sourced suppliers where possible
- To manage stock rotation
- To check that orders have been correctly delivered forwarding the order sheets to your Line Manager for payment
- To take cash/card payments via the till and carry out the end of day cashing up
- To assist in the maintenance of the computer databases using Word, Excel, and other systems
- To keep all areas tidy and clean including table clearing, removing dirties and waste
- To always work within established guidelines and operating procedures
- To ensure compliance with all legislation, H&S and food hygiene
- To commit to continuing professional development, attending meetings and training sessions as required

NB: In addition, other duties at the same level of responsibility may be allocated at any time.

Person Specification

Café Supervisor

E: Essential
D: Desirable

Qualifications

- D** - GCSE Maths and English at Grade C or above or equivalent
- D** - Level 2 Food Hygiene Certificate

Experience

- E** - Experience of dealing with the public
- D** - Experience of managing staff
- D** - Experience of cashing up
- D** - Experience as a barista in a busy environment (training available)
- D** - Experience of working in a café or other customer-facing role

Special Requirements

- E** - Be willing to undertake appropriate training
- E** - Be of smart appearance
- E** - Have a pleasant and courteous manner
- E** - Be willing to work extra hours to cover holidays, sickness, etc and to work alone during lunchtimes and other occasions
- D** - Able to work on weekends
- D** - Able to work early morning and evening hours



E: Essential
D: Desirable

Knowledge / Skills / Abilities

E - Ability to assist the Assistant Catering Manager with the day-to-day operations of a busy café

E - Ability to supervise a small team of café staff

E - Ability to assist management with the development and promotion of a high standard of product for the café including supporting The Harris' marketing activity to promote the café offer and ultimately maximise income

E - Ability to assist management to develop café operating procedures and ensure café staff are complying with all relevant procedures

E - Can take cash and card payments, with experience of a till, carry out daily end of day cashing up

E - To be self-motivated with high level of enthusiasm, energy and commitment

E - To always be helpful and polite to the public

E - Excellent customer service skills

E - Ability to stay calm and cope under pressure

E - Have excellent communications skills, be comfortable working with members of the public including being able to initiate conversations and provide a sincere welcome

E - Ability to pass on information about menus and food ingredients

E - Preparing and serving good quality hot and cold food and beverages

E - Experience of kitchen equipment

E - Ability to assist with setting up café and counter, before during and end of day

E - Ability to instigate and undertake general cleaning and tidying

D - Ability to undertake lifting and handling of equipment (with the appropriate training)

E - Be willing to learn, take instruction and work under own initiative whilst supporting other team members

D - Knowledge of Food Safety and Food Hygiene (training available)

D - Knowledge of stock control

D - Experience of till and chip and pin operation



ROLE THREE

CAFÉ ASSISTANT



Overview of the Role

Preston's busy Harris Café is looking for a number of enthusiastic people to join the new café team.

The Harris is undertaking a multimillion-pound project, Re-imagining the Harris, to transform the venue and our relationship with our audiences ensuring we are fit for a 21st Century visitor. The café is a key part of this project.

The main duties will include: providing good customer service, a quality Barista and café experience for visitors, ensuring the highest standards of cleanliness in the kitchen and café area and using the computerised till.

Previous experience of dealing with public, Barista, cafe experience for visitors and having a Food Hygiene Certificate is highly desirable.

If you are enthusiastic, energetic and committed, you may be the person we are looking for.

- Grade: 2
- SCP: 3.1 - 4
- £24,309 - £24,404 pro rata
- Monday – Sunday daytime hours
- Full and Part Time Posts
- Fixed Term - 2 Years
- Closing date: 26 May 2025
- Interviews held: W/C 2 June 2025



Job Outline

Café Assistant

Purpose of the job

- Offer customers the highest standards of customer service and care
- Serve customers efficiently with food and drink orders and take payments
- Preparing basic hot and cold foods
- Assist in preparation of café and counters before, during and at the end of service

Skills required

- Have a friendly and engaging personality, be a good communicator and able to work under pressure
- Be comfortable working with members of the public, able to initiate conversations and provide a sincere welcome
- You need to be willing to learn, take instruction and work under own initiative, supporting other team members
- Assistants are on their feet for most of the day and will be required to lift and carry trays and crockery, restocking shelves etc

Main Duties / Responsibilities

- To demonstrate the highest standards of customer welcome and care when managing queues, assisting customers at the counter and delivering orders to tables
- To maintain the highest standards of tidiness and appearance at all times
- To prepare basic hot and cold food and deliver consistent high standards of presentation, following style guidelines
- To serve hot and cold beverages, cakes and other food items
- To give advice and guidance on product selection to customers to ensure a positive and safe experience
- To ensure adequate stock levels of supplies and consumables for café area, report stock levels to your line manager
- To stock rotate
- Checking that orders have been correctly delivered and forwarding the order sheets to the line management

- Be aware of sales targets and use every opportunity to exceed them
- Be able to operate a till and handle cash and card transactions
- To keep all areas tidy and clean including table clearing, removing dirties and waste
- You will seek to resolve customer complaints in the first instance, taking informed/measured decisions and escalating to your line manager where appropriate
- To always work within established guidelines and operating procedures
- Ensure compliance with all legislation, H&S and food hygiene
- To commit to continuing professional development, attending meetings and training sessions as required
- In addition, other duties at the same level of responsibility may be allocated at any time.

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality, and all employees must be aware of that duty and work to the Council's equality standards

Person Specification

Café Assistant

E: Essential
D: Desirable

Qualifications

- D** - GCSE Maths and English at Grade C or above or equivalent
- D** - Level 2 Food Hygiene Certificate

Experience

- E** - Experience of dealing with the public
- E** - Experience of working in a café or other customer-facing role
- E** - Experience of quality food preparation, matching set standards
- E** - Experience of working in busy and high pressured environment
- D** - Experience as a barista in a busy environment (training available)

Special Requirements

- E** - Be willing to undertake appropriate training
- E** - Be willing to work extra hours to cover holidays, sickness, etc
- E** - Be of smart appearance
- E** - Have a pleasant and courteous manner
- D** - Able to work Monday – Sunday



E: Essential
D: Desirable

Knowledge / Skills / Abilities

- E** - Have skills in sales, till operations and handling cash
- E** - High level of enthusiasm, energy and commitment
- E** - Ability to be self-motivated
- E** - Helpful and polite to the public always
- E** - Excellent customer service skills
- E** - Have the ability to undertake simple cash and card transaction handling
- E** - Have the ability to pass on information about menus and food ingredients
- E** - How to prepare basic hot and cold foods

- E** - Ability to assist with setting up café and counter, before during and end of day
- E** - Help with general cleaning and tidying
- D** - Ability to undertake lifting and handling of equipment (with the appropriate training)
- D** - Aware of Food Safety and Food Hygiene (training available)
- D** - Knowledge of stock control
- D** - Ability to support The Harris' marketing activity to promote the café offer
- D** - Experience of till and chip and pin operation and cash handling



How to Apply

Apply on-line at www.preston.gov.uk/jobs alternatively telephone the 24 hour recruitment line on 01772 906914, quoting the vacancy reference number for an application pack.

Completed forms must be returned to Human Resources, 1st Floor, Town Hall or emailed to recruitment@preston.gov.uk



the **HARRIS**

Social Media

#HARRISYOURPLACE



@Harris Museum, Art Gallery & Library



@harris_museum



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