



Heritage Catering Staff

£9.50 per hour. Full, part time and casual roles available.

Various roles based in Kidderminster, Bewdley, Highley and Bridgnorth
Free Parking; Subsidised Meals and Travel on the SVR; Training and Development Packages; Flexible working available; Employee Assistance Programme; Unique heritage working environment

Role Outline

The Severn Valley Railway (SVR) is an award winning heritage attraction with C. £8 Million yearly turnover and welcoming over 250,000 visitors every year. The SVR opened to the public 50 years ago and is a full-size standard-gauge railway line running regular, mainly steam-hauled, passenger trains between Kidderminster in Worcestershire and Bridgnorth in Shropshire. Along the line the SVR operates 2 pubs, 8 catering outlets, 3 shops and a visitor centre. In support of the railway operation there is a thriving Engineering Workshop, Diesel Depot, Carriage and Wagon Works.

Reporting to the relevant unit management team you and your colleagues will be responsible for delivering friendly, efficient customer service and create a warm and welcoming atmosphere to all of our visitors. Flexibility, adaptability and attention to detail is key as our operating procedures can alter to fit with the day to day challenges of operating a heritage attraction and duties could be anything from seating customers, table service, food and beverage preparation or cleaning high touch areas, tables and kitchen areas.

Various working patterns available at various sites including

- *The King and Castle, Kidderminster*
- *The Valley Suite, Kidderminster*
- *Severn Valley Railway On Train Dining Experiences*
- *Bewdley Buffet*
- *Highley Engine House Café and Restaurant*
- *Bridgnorth Buffet*
- *Railwayman's Arms, Bridgnorth*
- *Pop up sites as and when required*

Duties and Responsibilities

- Provide excellent customer service
- Knowledge of Cash handling processes
- Knowledge of catering/ Bar operation
- Keeping unit clean and tidy in line with EHP regulations
- Keep up to date with current promotions and new products.
- Make customers aware of offers on our great food drinks range.
- Maintain personal knowledge by completing in-house training.
- Always adhere to all company policies and procedures and licensing laws.

Job Description and Person Specification



- Be involved and contribute at team meetings.

Key Accountabilities

- To deliver excellent customer service to our customers at all times.
- Accurate and controlled stock maintenance.
- Minimise risks to costs.
- Deliver consistent high standards throughout operation.
- Be self-motivated.
- Work as part of a team to achieve positive end results with common goal.

Key Relationships

- Catering Manager
- Assistant Catering Managers
- Other staff (paid and voluntary)
- Members of the public

Skills Required

- Interpersonal skills to work effectively across several teams and with members of the public
- Ability to take the initiative, act independently, identify priorities, and balance conflicting demands.
- Good organisational and personal time management
- Ability to work under time pressures
- Good Numerical knowledge

Qualifications, knowledge and experience required

- Experience of catering work and barista coffee machines would be beneficial but full training will be provided
- Experience in face to face Customer Service and confidence in talking to the public.
- Some degree of Computer competency (for till work).

To apply for the role please send your CV to HR@svrlive.com. Applications close 4th March 2022