MR.
GATTY'S
TEA ROOM

Elmfield Hall

Catering Assistant

Overview:
Title: Catering Assistant
Reporting To: Tea Room Manager
Location: Elmfield Hall, Gatty Park, Hyndburn Road, Church, BB5 4AA
Hours: 16 hours, flexible up to 25
Annual Salary: National living wage for age

Purpose of the Role:
To support the smooth day-to-day running of Mr Gatty's Tearoom and associated events and functions at Elmfield Hall. To work as part of a team to deliver excellent customer service and a high standard of food and beverage preparation, including cooking, baking and barista-style coffee preparation, ensuring a welcoming environment and a quality experience for all customers and visitors.

Who we Are:
Mr Gatty's Tearoom is a real 'Cup of Community' all profits from the tearoom go directly to support Community Solutions North West, providing essential services to those in need.

Why Should You Apply?
Are you looking for a rewarding role within a values-driven organisation? At Community Solutions North West, we work hard to support people across East Lancashire, creating opportunities for individuals and strengthening our local community.

Mr Gatty's Tearoom is more than just a place to eat and drink. It is part of our wider charitable work, helping us generate income to support local people. You'll be joining a supportive, friendly and progressive team where you can use your catering skills, develop your experience and play a part in making a real difference.

If you enjoy preparing great food and drinks, delivering excellent customer service and being part of a team with a purpose, we'd love to hear from you. Apply today!



Key Responsibilities

- Ensure that all customers and visitors receive excellent customer service, creating a friendly, welcoming and inclusive environment.
- Support the day-to-day operation of Mr Gatty's Tearoom, working collaboratively with colleagues to deliver an efficient, high-quality service.
- Prepare, cook and serve food and beverages from the daily and specials menus, including breakfasts, lunches and food for special events and buffets.
- Prepare and cook a range of meals and food items, including fresh salads, sandwiches and other menu offerings, maintaining high standards of quality, freshness and presentation.
- Prepare and bake cakes and other homemade products, including following recipes and preparing ingredients as required.
- Prepare and serve high-quality coffees and other hot and cold beverages, using barista skills and equipment.
- Maintain high standards of cleanliness, hygiene and presentation throughout the kitchen, food preparation areas and Tearoom.
- Ensure all food hygiene records and monitoring systems are completed accurately and maintained in a timely manner.
- Follow all Health and Safety and Fire Safety procedures, reporting any concerns or issues immediately to the Tearoom Manager.
- Reconcile the till at the end of each working day or shift when requested.
- Assist with ordering and rotating stock to maintain availability across the menu, and carry out stocktakes when requested.
- Support promotional initiatives and campaigns, working alongside colleagues and the Marketing Team to increase revenue and raise the profile of Mr Gatty's Tearoom.
- Work with colleagues to identify and implement improvements to the customer experience and overall service.
- Respond to customer complaints professionally and sensitively, seeking to resolve issues promptly and escalating to the Tearoom Manager.
- Respond positively to change and adapt duties to meet the needs of the business.
- Work outside normal hours on an ad hoc basis, including occasional evenings and weekends.
- Provide cover for colleagues during annual leave and sickness when required. Overtime may be available.

Selection Criteria

Essential Experience and Skills	Essential or Desirable	Means of Assessment
Previous barista experience is essential, including the ability to prepare quality espresso-based coffees and other hot beverages	E	A/I
Previous experience in food preparation and cooking, with the ability to independently prepare and cook a range of meals or confidently support the cooking process.	E	A/I
Experience preparing a variety of food items, including salads, sandwiches and other café menu options.	E	A/I
Knowledge of food hygiene, safe food handling, kitchen cleanliness and relevant health and safety practices	E	A/I
Good customer service and communication skills, with a friendly and approachable manner	E	A/I
Ability to work effectively as part of a team, use initiative and manage tasks in a busy tearoom environment	E	A/I
A flexible and positive approach to work, with a willingness to support the wider needs of the business	E	A/I
Experience of cash handling, including processing customer payments and operating a till accurately	E	A/I
Previous experience working in a café, tearoom or catering environment	D	A/I
A recognised food hygiene qualification	D	A/I
Knowledge of relevant health and safety and fire safety procedures	D	A/I
Ability to organise and prioritise own workload and work to deadlines	E	A/I
Understanding of working with vulnerable members of the community	D	A/I
Excellent communication skills, both verbally and in writing	E	A/I
Other Requirements		
Honest and trustworthy	E	A/I
Reliable and flexible	E	A/I
Conscientious	E	A/I
Possess cultural awareness and sensitivity	E	A/I
Able to work autonomously and as part of a team	E	A/I
Commitment to Equality & Diversity, Customer Care and the delivery of high-quality services	E	A/I
Understanding and respect of issues around confidentiality	E	A/I
Ability to work outside normal hours as required	E	A/I
Willing to undertake any other duties consummate with the grading of the post	E	A/I

How to Apply:
CV and covering letter to be returned to info@csnw.co.uk or by post to: Chris Emmerson, Elmfield Hall, Gatty Park, Hyndburn Road, Church, Lancashire, BB5 4AA. For further information email info@csnw.co.uk or telephone Chris Emmerson on 01254 460080

Closing and interview date:
Closing Date: Friday 30th October 2026, 12pm
Interview Date: Week commencing Monday 2nd November

Contact us:
Elmfield Hall
Gatty Park
Hyndburn Road
Church
Lancashire
BB5 4AA

Registered Charity
1180530

Telephone
01254 460080

Email
info@csnw.co.uk

Social Media
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