



Job description – Seasonal tearoom kitchen assistant

Post title:	Tearoom assistant
Terms:	Seasonal
Salary:	£12/hr
Reports to:	Tearoom Manager
Location:	Paxton House, Paxton, Berwick upon Tweed, TD15 1SZ

*role works on a rota basis allowing flexibility.

Role Summary

Seasonal Tearoom assistants at Paxton House will maximise the enjoyment of visitors to Paxton House through exceptional customer service. This role is part of the public face of Paxton, welcoming, friendly and approachable at all times. With passion and enthusiasm for customer service and the ability to engage people from a variety of age groups and nationalities. Being part of the team, ensuring efficient, high quality friendly service. A keen awareness of health and safety are integral to this role.

The Organisation

Paxton House is an 18th century Palladian mansion designed by John and James Adam. The House and 80 acres of designed landscape and gardens are located five miles from Berwick upon Tweed. The River Tweed that signifies the border between Scotland and England provides the southern boundary to the Estate. The collections at Paxton are exceptional, with one of the largest collections by Chippendale and Trotter furniture which is recognised by Museums Galleries Scotland (MGS) as nationally significant. In 1988, the House and Estate was gifted by John Home Robertson to the nation for the benefit and enjoyment of everyone with a Charitable Trust established to manage and progress the next development of the House as a key heritage and cultural visitor attraction.

2020 and 2021 have been turbulent years for the UK, as a result of the Coronavirus Pandemic, and Paxton House have been affected by this. No part of the business has been untouched by these changes and new ways of working remain vital to our continued progress. We have set out an ambitious mission and vision; to be a place for everyone every day.

What you will be doing

Reporting directly to the Tearoom Manager, tearoom assistants have a pivotal role at Paxton House.

You'll be responsible for delivering a fantastic, five star experience for all visitors to the Tearoom and House.

You will:

Welcome every visitor, providing exceptional customer care and help as appropriate. Develop some knowledge about Paxton, its history, the collections and current operations.

Use the till (cash handling), serve food and drinks, clean tables, take orders

Work as part of a team

- Seasonal assistants will:

- provide excellent customer care, providing a warm welcome to all members of the public
- Provide visitors with a complete experience
- Support and help visitors with particular needs such as families, educational visits or visitors with disabilities
- need to be flexible and adapt to situations as they occur.
- Be given full training, this will include health and safety and emergency procedures
- Be ambassadors for Paxton

Who we are looking for:

The ideal candidate will possess:

- Excellent interpersonal skills (listening and communication)
- Be polite
- Have an enthusiasm for history
- Enjoy working with the public
- Be experienced team players
- Be able to work alone when necessary
- Weekend working (as part of a rota)
- Enthusiastic about food
- Excellent customer service skills
- An eye for detail

If you are interested in applying for this role please email: info@paxtonhouse.com with your CV and a cover email.