

JOB DESCRIPTION

POST TITLE	:	Catering Assistant (30 Hours per week)
SCALE	:	Support Scale
SALARY	:	£22,070 Pro-Rata
RESPONSIBLE TO	:	Catering Manager
CLOSING DATE	:	5.00pm, Thursday 9 May 2024
INTERVIEW DATE	:	Friday 17 May 2024

Main Purpose of the Post

To provide a welcoming, friendly and efficient service to all users of the Colleges Catering facilities in line with our Vision and Values on providing outstanding customer satisfaction. To prepare and contribute to the production of meals, to wash up, clean the kitchen and dining areas and to follow and adhere to Health & Safety and Food Safety Standard/HACCP/COSHH policies. To assist in the set up and maintenance of all restaurant service areas

Responsibilities

- 1 To ensure that all customers have a positive experience within the Refectory by anticipating customer needs and providing a friendly, efficient service which will encourage repeat custom.
- 2 To be responsible for the preparation of a variety of meals, including hospitality.
- 3 To prepare fresh items for the counters on a daily basis and to use your own initiative and creative flair in order to create new ideas.
- 4 To undertake front of house duties, including meeting, greeting and attending to the needs of customers.
- 5 To clean and clear dining rooms and serving areas to maintain a high standard during peak periods.
- 6 To maintain high standards of hygiene and safety.
- 7 To practice efficient and accurate stock rotation methods (sell by/use by dates) of products.
- 8 To undertake cleaning duties as directed and to follow Hazard Analysis and Critical Control Points (HACCP) guidelines.
- 9 Any other duties within the post holder's capabilities as directed by the Catering Manager or chef.
- 10 To undertake training as and when required to assist in the performance of duties.

- 11 Assure full compliance within the areas of defined responsibility and more broadly across the College with key policies, notably Single Equality, Health and Safety and Safeguarding.
- 12 To attend training sessions/NVQ assessments as and when required by the line manager.
- 13 To carry out such other duties as the Principal may reasonably require.
- 14 To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- 15 Demonstrate good attention to detail in all aspects of your work, ensuring the Refectory and its service is consistently presented to a high standard of cleanliness, tidiness and functionality.

HOURS

30 hours per week. A flexible approach to the working hours is required, in line with the needs of the College.

PERSON SPECIFICATION

POST: Catering Assistant

DIVISION: Central Services

QUALIFICATIONS	Essential (E)/ Desirable(D)	To be identified by:
1 Good general education including numeracy and literacy skills	E	Application Form
2 NVQ Level 2 Catering & Hospitality	D	Application Form
3 Food Hygiene or be willing to train towards	E	Application Form
<u>KNOWLEDGE/SKILLS</u>		
1 Customer focussed approach with outstanding customer service skills	E	Interview
2 Ability to work on own initiative and as part of a team	E	Interview
3 Excellent oral communication skills	E	Application Form/ Interview
4 Excellent organisation and planning skills	E	Application Form/ Interview
<u>EXPERIENCE</u>		
1 Experience of working within a Catering establishment	E	Application Form/ Interview
2 Experience of using electronic tills	D	Application Form/ Interview
<u>PERSONAL</u>		
1 Commitment to the delivery of excellent support to our students	E	Interview
2 Excellent communication skills	E	Application Form/ Interview
3 Good team working skills and commitment to team working	E	Application Form/ Interview
4 A commitment to ongoing professional development	E	Application Form/ Interview



5	Enthusiasm for the role of further education in building and changing lives	E	Application Form/ Interview
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STANDARD COLLEGE REQUIREMENTS

1	Commitment to College's Equality and Diversity and Health & Safety Policies	E	Interview
2	The College is committed to safeguarding and expects all staff to share that commitment	E	Application Form/ Interview/DBS/ References
3	Regular and Reliable Service (The College does not wish to appoint individuals with a high sickness record where There is no underlying medical reason)*	E	References/ Occupational Health Assessment

**Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.*