

ROLE PROFILE

Human Resources and Organisational Development



Role Profile					
Job Title	Assistant Catering Manager / Senior Catering Assistant	Job No. (Office Use)	S38C	Grade/Grade range (for career grades)	Grade C
Company	CATER ^{ed} Ltd		Team	Unit Team	
Reports to (Job Title)	Catering Manager		Competency Job Type	Customer Facing Worker	
Suitable for Job Share (Y/N)	No		If No state reason	Hours of work, consistency and continuity of service	
Location	Various		Shift Pattern	Occasional requirement to work outside normal working hours	
CRB check required	Enhanced				

Job Purpose	<p>To assist in managing the production of safe food in a hygienic environment and provide satisfaction at all times within all aspects of the business. To maximise profitability within the business.</p> <p>The post holder will have contact with children</p> <p>To work as part of a catering team in the provision of school based catering requirements.</p> <p>To ensure that customer care principles are employed and client satisfaction is provided at all times.</p>
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Decision Making	<p>The job involves working from instructions, which define the tasks in detail within a busy kitchen environment, but minor decisions will be involved using your own initiative. Problems are referred to a manager.</p> <p>Little close supervision is required beyond that provided by work instructions and methods.</p>
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Accountabilities	<ul style="list-style-type: none"> • Assist in producing catering requirements for school based customers and ensure a high standard of kitchen hygiene and value is maintained. • Assist in maximising profitability within the business. • Occasional responsibility for assisting with the rotation of stock. • Supervision of work output of the Catering Assistants and assist in the deployment and task supervision of staff in the absence of the Catering Manager • Assist in receiving cash from customers • Prepare counters and trolleys for lunchtime and external service of food • Prepare dining area/external venues for catering requirements
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	<ul style="list-style-type: none"> • Clean kitchen and service area(including external) as well as serving equipment and general kitchen areas • Adhere to the kitchen rota and task list to ensure smooth operation of service during lunch • Undertake other duties as directed and commensurate with the grading of the role
Demands	<p>The post holder will stand or walk for most of the working time with a periodic requirement for high physical effort when lifting boiling pans and hot trays from ranges</p> <p>The post holder may, at times be required to deal with difficult or demanding customers</p> <p>Short periods of concentration will be required to verify and reconcile external catering requirements.</p>
Working Conditions	The post holder has considerable exposure to environmental conditions in the school kitchen from extreme heat, chemical hazards and noise
Experience, Knowledge and Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Previous catering experience within a workplace environment • Experience in the preparation and production of safe food in a hygienic environment • Certificate in Basic Food Hygiene • NVQ in Catering 706/1 (basic) • Knowledge of basic food preparation including methods, portions, stock rotation, ordering and high end external catering including silver service • Full, clean driving licence <p>Desirable:</p> <ul style="list-style-type: none"> • Craft trainer award • Cash handling experience
Skills and Technical Competencies	<ul style="list-style-type: none"> • Considerable precision is required to complete physical activities such as chopping and measuring food / liquid and handling containers and pans • Mental skills to regularly solve problems themselves and also to plan rotas and working routines for staff at least one month in advance • Interpersonal skills required to exchange information both orally and in writing and motivate and train other staff informally • Time and task management skills in order to prioritise work in an effective and productive way • Customer care skills used to respond to queries from customers • Interpersonal and communication skills required to liaise with staff, suppliers and customers, tact is required • The post holder will be required to assist the Catering Manager in training of other staff in basic kitchen and catering skills
Corporate Standards	<ul style="list-style-type: none"> • In accordance with CATER^{ed} policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. • Act at all times in accordance with appropriate legislation and regulations, codes of

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	<p>practice, the provisions of the companies constitution and its' policies and procedures.</p> <ul style="list-style-type: none"> • Work within the requirements of the companies' Health and Safety policy, performance standards, safe systems of work and procedures. • Undertake all duties with due regard to the corporate equalities policy and relevant legislation.
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