

ROLE PROFILE

Human Resources and Organisational Development



Role Profile

Job Title	Catering Assistant	Job No. (Office Use)	CED03	Grade/Grade range (for career grades)	B
Department	FullyCATERed		Department	On site catering	
Reports to (Job Title)	Catering Manager/Food Beverage & Hospitality 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 site kitchens across Plymouth		Shift Pattern	Occasional requirement to work outside of normal working hours	
CRB check required	Enhanced				

Job Purpose	To work as part of a catering team in the provision of catering to customers at a preset time. To ensure that customer care principles are employed and client satisfaction is provided at all times. The post holder will have contact with customers and stake holders.
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Decision Making	The job involves following instructions which define the tasks in detail within a busy kitchen environment. Personal initiative is required and the job is subject to supervisory or customer checks or close supervision. Being able to make decisions and work quickly and efficiently in a fast passed environment.
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Accountabilities	<ul style="list-style-type: none"> • The preparation and cooking of food, wash dishes and clean kitchen areas. • Assist with stock taking and rotation of food. • Order stock as required. • Restock and service vending machines. • Accept and store food deliveries, if required. • Handle small amounts of cash and use tills when required. • Undertake other duties appropriate to the grade of the post.
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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 and moving furniture, crockery and food filled boxes.</p> <p>Working to deadlines is a feature of the role, being part of a team that is required to produce food for mealtimes by a pre-set time. The post holder needs to concentrate on the surrounding environment as well as the task being completed. Lone working will be required at certain times.</p>
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CATERed is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable people with disabilities to fulfil the criteria for, and undertake the duties of its jobs.

Working Conditions	<p>The post holder has considerable exposure to environmental conditions in the kitchen from extreme heat, chemical hazards and noise.</p> <ul style="list-style-type: none"> • Some lone working may be involved • Weekend/evening work may be involved.
Experience, Knowledge and Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Catering experience, including chopping vegetables and serving food • Experience of working as part of a team working under pressure to meet deadlines • Knowledge of Health and Safety practice in a busy working environment. • Experience of working with children • Experience of cleaning areas to agreed hygienic standards <p>Desirable:</p> <ul style="list-style-type: none"> • Basic Food Hygiene Certificate • Knowledge of Health and Safety Legislation
Skills and Technical Competencies	<ul style="list-style-type: none"> • Speed and precision to complete kitchen tasks e.g. chopping vegetables • Literacy and numeracy skills required to keep basic work records and to exchange information with other staff, some tact may be required • Keyboarding skills may be required to use cash registers • Customer care skills to respond to queries and requests from children and school staff • Time and task management skills in order to prioritise work in an effective and productive way
Corporate Standards	<ul style="list-style-type: none"> • In accordance with 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 practice, the provisions of the constitution and its' policies and procedures. • Work within the requirements of the 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.