

**POST DESCRIPTION**

Job Title:	Catering Assistant
Responsible to:	Site Manager
Responsible for:	Not applicable

1.	Job Purpose:
1.1	To assist in supporting the refectory team in providing exceptional levels of service within the environment whilst upholding and promoting the establishment values, service style methods and responding to the needs of the business in terms of volume at every point of the customer experience.

2.	Key Responsibilities:
2.1	To provide excellent customer service, interacting with all customers whom you come in to contact.
2.2	To provide a clean, safe and friendly environment for all customers throughout their entire visit.
2.3	To be competent in Cash Handling procedures and use of the Till operating systems.
2.4	To be set up, clear and maintain the set standards and service within the establishment above any other task – the customer is always the first priority.
2.5	To take a flexible approach in the working requirements and hours available in this area with the times you may be requested to work.
2.6	To adopt a pro-active approach to the work load, working with you own initiative to get the job done and help develop and maintain others to share the value also.
2.7	To actively build sales suggestive selling at every opportunity and drive sales at every control point within both areas, ensuring as an individual you contribute towards growing sales effectively for the future success of the facility.

3.	Specific Duties:
3.1	Liaise with the Manager/Chef in the opening and closing procedures and service of food to the tables.
3.2	Provide and drive high quality barista service from the facility ensuring we serve beverages to the

	highest possible standard and the correct specification being a consistent end product.
3.3	Support the kitchen area effectively adopting a clean as you go approach to all cleaning duties in the facility.
3.4	Develop and maintain a good knowledge of the menu and product range we offer in all areas.
3.5	Provide exceptional customer service.
3.6	Have a willingness to progress, with passion to train and improve upon current skill set.
3.7	Assist the area chef in food preparation.
3.8	Display Culinary knowledge and professional cookery throughout your hours worked in the facility.
3.9	Display flexibility and initiative when handling the cooking of food to help improve and take our menus to new boundaries.
3.10	Work efficiently to ensure that waiting times are not exceeding the minimum acceptable time per check during service.
3.11	Display high levels of due diligence when processing and cooking food.
3.12	To display high levels of personal presentation, with reference to correct working uniform at all times.
3.13	To contribute towards effective teamwork and communication instructions as per environment demands.

4.	Budget Responsibility:
4.1	The post holder is required to ensure that the areas under their responsibility achieve budget on a monthly/ annual basis. The post holder will be required to observe and comply with the financial regulations of the Group at all times. (if no budget responsibility state “The post has no specific budget responsibility other than the general requirement to ensure that any spending they are responsible for is undertaken in accordance with the Group’s purchasing and financial regulations .

5.	Continuing Professional Development:
5.1	The post holder will proactively take part in the Group Appraisal process and will appraise any staff they are responsible for.
5.2	The post holder must undertake all training deemed mandatory by the Group (e.g. Safeguarding, Equality and Diversity and Health and Safety) and will be expected to attend all other relevant training and continuous professional development events. They are responsible for their own professional updating

6.	Health and Safety:
6.1	<p>The post holder will be required:</p> <ul style="list-style-type: none"> • To take reasonable care to safeguard their own safety and that of others with whom they work; • To cooperate with designated officers named by the Governors and/or the Principal and any other designated Institute manager to enable the Institute to comply with its obligations under Health and Safety legislation. • Not to interfere with or to misuse anything provided in the interests of health and safety or welfare. • To report immediately any defects in plant, equipment or the environment

7.	Equality and Diversity:
7.1	<p>The Group is committed to the provision of equal opportunities and strives to ensure that unfair discrimination does not occur. All employees have a duty to ensure unfair discrimination does not occur and to support the implementation of the Institute Groups' Equality policy as appropriate.</p>

8.	Safeguarding Children and Vulnerable Adults:
8.1	<p>The Group recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any Institute group activities and expects all staff to share this commitment. All safeguarding mandatory training and updating must be undertaken (see 5.2)</p>

9.	Group Policies and Procedures:
9.1	<p>All staff are required to be aware of and comply with all Group Policies and Procedures which are accessed via the Virtual Learning Environment.</p>

Note

This job description is current as at the date of your appointment. In discussion with your line manager your post description may be varied at any time to reflect or anticipate changes in or to the post and you may be required to undertake other duties commensurate with the grade of your post.

Please see following page for Person Specification

Qualities	Specific Requirements	E	D
Qualifications and Training	Recognised qualification in Maths	E	
	Recognised qualification in English	E	
	At least 12 months experience within a customer service led catering business	E	
Specialist Knowledge	Customer Service Trained	E	
	Food hygiene	E	
	Allergen Awareness		D
	Barista Skills		D
Experience	More than 12 months in the catering and/or hospitality trade with a high level of customer focus	E	
	Experience in a working kitchen	E	
	Experience working front of house	E	
Skills and Attributes	Drive and enthusiasm	E	
	Excellent communication and interpersonal skills	E	
	The ability to multi task	E	
	Well-developed commercial awareness	E	
	An aptitude for teamwork	E	
Other	Fit for the duties of the post	E	
	Enhanced DBS to be completed on appointment	E	

Qualities identified and determined by:

E = Essential

D = Desirable