

Post Title: Catering Assistant

Purpose of Post:

To be responsible to the Food & Beverage Manager for the provision of a catering service within the Sports Centre, ensuring proper standards of food preparation, storage and hygiene.

The post-holder will play a key role in realising the strategic vision of the company in the following areas:

- Improve Our Systems
- Care For Our Customers
- Meet Our Stakeholder Aspirations
- Develop Our Staff And Culture
- Improve Our Business Results

1. Improve Our Systems

- 1.1 You will undertake cleaning of the café area, including internal and external areas.
- 1.2 You will act as a point of contact for all cafe enquiries and contribute to the smooth running of the function.
- 1.3 You will promote good health and safety at work practices in accordance with the leisure centre policies and procedure.
- 1.4 You will report accidents, injuries and incidents according to the procedures laid down (e.g. RIDDOR)
- 1.5 You will maintain adequate levels of stock to meet the needs of the Centre's operations and to maintain necessary records as required.
- 1.6 You will ensure the proper security of stocks and monies in accordance with the company's financial rules and regulations.
- 1.7 You will ensure all necessary paperwork and documentaries fully completed.

2. Care for Our Customers

- 2.1 You will be responsible to the Head of Food & Beverage for the day-to-day provision of a catering service.
- 2.2 You will ensure the cleanliness of the dining facilities and the equipment and utensils used in food preparation.

- 2.3 You will ensure that food is served in an attractive and appetizing manner.
- 2.4 You will fill and clean vending machines, if required.
- 2.5 You will be responsible for overseeing and general safety and behaviour of the public to prevent injury and misuse and damage to facilities.
- 2.6 You will assist in maintaining a friendly atmosphere by being polite and courteous.
- 2.7 You will observe the standard of service to the customer as laid down by the Manager.
- 2.8 You will constantly check for any obstacles or damage that could in anyway endanger the health and safety of staff or customers and report this to the site Team Leader.
- 2.9 You will carry out cleaning duties as and when required.

3. Meet Our Stakeholder Aspirations

- 3.1 You will liaise with user groups, stakeholders and partners giving to the desired outputs of the Strategic Performance Plan.
- 3.2 You will identify target groups within the community that meets the council's policy for social inclusion and health promotion.

4. Develop Our Staff and Culture

- 4.1 You will maintain a high standard of work and personal hygiene.
- 4.2 You will adhere to OCLL's policy on corporate identity and represent the council accordingly by wearing correct uniform at all times.
- 4.3 You must attend staff training or meeting when required by the Centre Manager.

5. Improve Our Business Results

- 5.1 You will ensure the hygienic storage and preparation of goods.
- 5.2 You will carry out any other duties commensurate with the salary grade and responsibility of the post.

Responsible to: Head of Food and Beverage, Team Leader

Responsible for: Volunteers, Work Experience

Person Specification: Catering Assistant

Ranking:
A = Essential at outset
B = Essential but support can be given to achieve
C = Desirable

Area	Requirement	Method of Assessment	Rank
Education and Qualification	Numerate and literate sufficient to carry out duties of post.	Application form / Qualifications brought to the interview	A
Work Experience	Experience of food preparation in work, home or voluntary environment.	Application form / Interview	A
	Experience of dealing efficiently and effectively with members of the public.	Application form / Interview	A
	Cleaning experience in a public environment.	Application form / Interview	B
Skills and Abilities	Ability to work with minimal supervision and on own initiative.	Application form / Interview	A
	Ability to work effectively as part of a team.	Application form / Interview	A
	Ability and awareness to work within Health & Safety at Work guidelines.	Application form / Interview	B
	Ability to work under pressure in a busy public environment.	Application form / Interview	A
	Ability to handle cash in accordance with organisation guidelines.	Application form / Interview	B
	Knowledge of COSHH.	Application form / Interview	B
Personal Qualities and Attributes	Ability and willingness to work late afternoons and evenings.	Application form / Interview	A
	Willingness to wear uniform provided and maintain it to the required standard.	Application form / Interview	A