Job Title: Catering Assistant	**Pay Scale:** PPS3
Normal Place of Work: The Priory City of Lincoln Academy	**Line Manager:** Catering Supervisor
Role Summary: Assist in managing and controlling the catering services for The Priory Academy LSST whilst maintaining the highest standards of food preparation and delivery.	

DUTIES AND RESPONSIBILITIES

Key Responsibilities

- To ensure that the preparation, presentation and services are carried out promptly and to the agreed standards and to promote a friendly and helpful atmosphere.
- To assist the catering facility within the kitchen.
- To maintain a high standard of food hygiene, safety and cleanliness in accordance with academy policies and statutory requirements.
- To be involved in the training of other staff, if required.
- To keep abreast of all modern technology techniques and advancement to improve services for the advantage of the academy.
- To maintain effective communication between yourself and your customers.
- To provide an efficient, caring and friendly service to customers in all areas of the catering department and deal with customer requests promptly.
- To ensure that the counter presentation, back up and service is to the required standard.
- To ensure that all areas under your control are left clean and tidy after each service.
- To maintain adequate security of all stock and equipment.
- To prepare and assist in any special functions, which may sometimes be outside normal working hours.
- To report and take action on customer complaints or compliments and any incidents of accident, fire, theft, loss, damage and unfit food or other irregularities.
- To attend meetings and training courses as may be necessary from time to time.
- To keep abreast of all developing legislation within the Catering Industry so that the Academy Catering Department do not unknowingly break any rules.
- To assist in ensuring that the correct stock holding are maintained, whilst ensuring no excessive ordering takes place.
- To assist in carrying out a full stock take at the end of any academy term and half term, or when otherwise directed.
- To carry out any reasonable requests by the Academy Head.

Key Relationships

The post holder will be expected to develop and maintain good relationships with:

Catering Supervisor and other catering staff	To develop team working and continuously promote the Federation values.
All other Federation Staff	
Pupils, parents and visitors	

Generic Responsibilities

- To represent and promote Trust values internally and externally
- Ensure that The Trust's internal customers receive an excellent customer service experience in all dealings with the service
- To deliver your day to day duties consistently with the agreed service level
- To actively promote and act, at all times, in accordance with Trust policies, e.g. Health and Safety, Equal Opportunities and Safeguarding
- Commitment and contribution to improving standards for pupils as appropriate.
- Contributing to the maintenance of a caring and stimulating environment for pupils.
- To undertake other duties commensurate with the job level

The post holder will interact professionally with colleagues to ensure understanding and awareness of responsibilities of all colleagues and undergo any relevant training.

Elements of this job description may be changed following consultation with your manager.

TERMS OF EMPLOYMENT

All offers of employment are subject to The Trust receiving proof of identity, two satisfactory references, satisfactory health and enhanced DBS checks, a signed Code of Conduct, evidence of your relevant qualifications and successful completion of a 6-month probation period.

HEALTH AND SAFETY

All employees are responsible for reading, understanding and carrying out the requirements of The Trust's Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training needs.

HOURS OF WORK

The Academy day is between 8:00 am and 6:00 pm. A flexible approach to working is expected as some tasks may be required to be carried out in the evenings and during holiday periods.

CONTINUAL PROFESSIONAL DEVELOPMENT

The Trust requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the Academy. This may be achieved through an appraisal process.

The post holder should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals.

CONDITIONS OF SERVICE

Governed by the National Agreement on Pay and Conditions of Service supplemented by local conditions as adopted.

SPECIAL ARRANGEMENTS

The post holder may be required to work outside of normal academy hours on occasion, with due notice.

SAFEGUARDING STATEMENT

The Priory Federation of Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

EQUALITY, DIVERSITY AND INCLUSION

The Priory Federation of Academies Trust is committed to maintaining a diverse workforce and an inclusive environment for all. Our aim, embedded in the Trust Values, is to enrich our workforce at every level and we encourage applications from all under-represented groups.

Person Specification – Catering Assistant

		Essential	Desirable	How assessed*
	EXPERIENCE			
1.	Experience in a catering/customer service environment	X		AF/IV
2.	Experience of delivering a high level of customer service		X	AF/IV
3.	Flexibility to respond to a variety of work situations with an ability to multitask	X		AF/IV
4.	Previous experience working in a kitchen providing meals for large numbers		X	
	EDUCATION/TRAINING/QUALIFICATION			
5.	Good standard of education, particularly English and Mathematics.	X		AF/IV
6.	Basic Food Hygiene Certificate	X		AF/IV
7.	First Aid Certificate		X	AF/IV
	SPECIAL KNOWLEDGE			
8.	An understanding of H&SAW, COSHH, Basic Food Hygiene	X		AF / IV
	SPECIAL KNOWLEDGE			
9.	Must have demonstrated the ability to work both as a team member and on own initiative	X		AF/IV
10.	Good communication skills – oral and written	X		AF/IV
11.	Ability to priorities workload and organise work schedule	X		AF/IV
12.	Good organisational skills	X		AF/IV
13.	Commitment to delivering a high level of customer service	X		AF/IV
	WORKING ARRANGEMENTS AND PERSONAL AVAILABILITY			
14.	Must be prepared to attend such training sessions as are deemed necessary by management	X		AF/IV
15.	Ability to work flexible hours and patterns	X		AF/IV

***Key to how skills are assessed:**

AF = Skill assessed via application form IV= Skill assessed via interview

AT = Skill assessed via test/work-related task Cert = Certificate checked at interview

I have read and accept the content of the job description.

Signed Line Manager : .....

Dated: ……

Signed Employee…….

Dated:……