

<b>POST TITLE:</b> Catering Assistant	<b>GRADE:</b> 1, SCP 2-3
<b>RESPONSIBLE TO:</b> Catering Manager	

**Purpose of role:**

To assist in providing a quality food and beverage service for all students and staff ensuring Trust Zest Catering / School standards and adhering to hygiene, health and safety regulations.

**Principle Accountabilities:**

**Food Service**

- To assist in food preparation as instructed by the Catering Manager to the required standards.
- To ensure presentation standards are adhered to at all times.
- To minimise operating costs by using the rotation of all stock items and ensure correct storage.
- To inform Manager in advance of any shortages to ensure an efficient service.
- To be aware of the daily menu content and portion size as instructed by the Manager.
- Ensure that the correct service equipment and menu accompaniments are available prior to service.
- To ensure that the service area is clean and is ready and those adequate supplies of cutlery, serviettes and disposables are available and are free from dirt and are in good conditions.

**Customer Satisfaction**

- To strive in the achievement of total customer satisfaction
- To ensure that all customers are given a polite, friendly and personal service.
- To strive for nil customer complaints and turn potentially negative customer experiences into positive.
- To have a responsibility for promoting and safeguarding the welfare of children you come into contact with

**Selling**

- To positively contribute to the sales activities within the Unit.
- To maximise all sales opportunities through selling techniques.
- To ensure that all displays look attractive and are available.

**Teamwork**

- To treat all colleagues in a polite and courteous manner at all times.
- To give full co-operation to colleagues requiring assistance in a prompt, caring and helpful manner.
- To be flexible in assisting the catering operations in response to the business and customer needs.
- To communicate openly with colleagues and attend training/briefing sessions as required.

**Personal Presentation**

- To report for duty in good time, clean, tidy and wearing the correct clean uniform.
- To maintain a high standard of personal grooming throughout your entire shift.
- To maintain a consistent attendance with no unauthorised absence.
- To demonstrate a positive attitude to your work, colleagues and customers.
- To take ownership for all tasks and duties delegated to you, ensuring they are completed to the required standard.

### **Hygiene, Health Fire and Safety**

- To comply with statutory, legal and Company requirements for fire, hygiene, health and safety.
- To report all maintenance issues and hazards to the Catering Manager.
- To report any accidents and ensure that the Accident Book is completed.
- To ensure that all cleaning is carried out in accordance with the Cleaning Schedule.
- To clean all areas of the kitchens and dining areas.

### **Security**

- To observe and comply with all Zest Catering and Trust relating to cash handling if applicable and security in general.
- When involved in till duties beware of changes in the tariff and to follow the correct procedure for over rings and refunds.
- To demonstrate diligence whilst at work and report any concern to the Catering Manager.
- To co-operate with the Catering Manager, colleagues and appropriate authorities during security alerts.

### **Additional Duties**

- To attend any training sessions, meetings and parent evenings in relation to your duties.
- To perform any other duties appropriate to the needs of the Trust and Zest Catering.
- To be aware of and adhere to applicable rules, regulations, legislation and procedures e.g. Trust's Equal Opportunities Policy/Code of Conduct that's available in Share Point
- To maintain confidentiality of information acquired in the course of undertaking duties for the Trust, and maintain open line of communication with senior management.
- To report to on-site catering manager in the first instance any defects in equipment, suspect food or other concerns relating to Food Safety and Health and Safety

### **Mobility**

- Your normal place of work is stated under location on your Contract of Employment. However, given the nature of the business, it is sometimes necessary to transfer people on a temporary or permanent basis to another location. Wherever possible, this will be within responsible daily travelling distance of your existing place of work.

### **Data Protection and Safeguarding:**

- Work within the requirements of Data Protection at all times
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns
- Remain vigilant to ensure all students are protected from potential harm

### **General:**

The post-holder will be expected to exemplify the trust values of Respect, Opportunity, Collaboration and Aspiration and demonstrate trust behaviours as outlined in "The Futura Way".

- The post-holder will be expected to undertake any appropriate training provided by the Trust to assist them in carrying out any of the above duties.
- The post-holder will be expected to contribute to the protection and welfare of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.
- The post-holder will be required to promote, monitor and maintain health, safety and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which

are 'protected' for the purposes of the 'Exceptions' order. <https://www.gov.uk/government/collections/dbs-filtering-guidance> '

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

Futura Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Your suitability to work with children and young people will form part of the selection process. For this post prior to appointment, Futura Learning Partnership will apply for an enhanced disclosure certificate from the Disclosure and Barring Service.

<b>Person Specification – Catering Assistant</b>	<b>Essential (E) or Desirable (D)</b>
<b>Education/Qualifications</b>	
Sound Level of Secondary Education	<b>D</b>
Level 2 Food Hygiene Certificate	<b>E</b>
<b>Experience</b>	
Previous Catering experience	<b>D</b>
Previous Catering experience within schools or college environment	<b>D</b>
Knowledge of health and safety and good hygiene practice in the kitchen through the Holding of a current Level 2 award in Food safety and Hygiene.	<b>E</b>
<b>Behaviours</b>	
Operations with integrity, clean tidy appearance	<b>E</b>
Committed to continuous professional development	<b>E</b>
Committed to a team collaborative approach	<b>E</b>
<b>Skills</b>	
Energy and Enthusiasm	<b>E</b>
Flexible approach to work	<b>E</b>
Positive & Reliable	<b>E</b>
Ability to carry out tasks given quickly and competently	<b>E</b>
Have a keen interest in food and providing a good service	<b>E</b>
Good Spoken communication skills	<b>E</b>
Ability to work on your own initiative and as part of a team	<b>E</b>
Able to follow instructions from line manager and comply with the Trust's Food Safety Policy	<b>E</b>
Able to undertake physically demanding work	<b>E</b>
Ability to cope with periods of pressure and prioritise workload accordingly, meeting all deadlines	<b>E</b>