



JOB DESCRIPTION – KITCHEN ASSISTANT GRADE 1, POINT 2

Reports to: Unit Manager

Key Role Descriptors:

- The role holder will work as part of the team and contribute to the provision of an effective and efficient customer focused catering service.
- The role holder will prepare and serve food and beverages maintaining food hygiene regulations and quality standards.
- Relief Catering Assistants will provide cover for Catering Assistants, as required, on a relief basis.

Key Role Accountabilities:

- Assist with the preparation, setting up and serving of meals in line with food hygiene regulations.
- Assist pupils in their selection/purchase of food and beverages in a courteous and responsive manner.
- Effectively clear, tidy and clean as required in designated areas.
- Assist with the moving and setting up of furniture in designated areas.
- Ensure compliance with health and safety, food hygiene and COSHH (Control of Substances Hazardous to Health) regulations at all times.
- Personal commitment to continuous self-development and service improvement.
- Attend and participate in whole service and departmental meetings.
- Undertake such duties as may be considered appropriate by senior management, in line with the needs of the service.
- Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Person Specification Catering Assistant

1.Behavioural Competencies	Method of assessment
1.1 Teamwork – Working together helps deliver the best outcomes	Application form/ interview
1.2 Customer Service – Putting customers at the heart of what we do.	Application form/ interview
1.3 Delivery – Delivery of high-quality services is at the heart of what we do.	Application form/ interview
1.4 Change – Improving services and making the most of resources.	Application form/ interview
1.5 Pride in Manchester – Demonstrating pride in our city.	Application form/ interview
2. Generic Competencies	
2.1 Interpersonal Skills: Communication skills with the ability to adapt different styles to suit the audience and situation, and customer service skills to meet demanding customer needs.	Application form/ interview
2.2 Planning and Organising: Provides work on time and to required standard and is capable of planning a range of simple tasks.	Application form/ interview
2.3 Problem Solving and Decision Making: Ability to interpret rules and guidelines and know when something needs to be referred to supervisor.	Application form/ interview
2.4 Literacy and Numeracy: Good literacy and numeracy skills.	Application form/ interview
2.5 Teamwork: A commitment and ability to work with colleagues and managers across boundaries to deliver service excellence and improvement.	Application form/ interview
2.6 Be willing to consent to, and apply for, an enhanced disclosure to a CRB (Criminal Records Bureau) check.	