



JOB DESCRIPTION – GENERAL 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.
- Undertake training when required
- 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. | |