

Job Title: L2 Hospitality and Catering Apprentice	Pay Scale: Apprenticeship National wage
Normal Place of Work: The Priory Witham Academy	Line Manager: Catering Supervisor
Role Summary: Assist in managing and controlling the catering services for The Priory Witham Academy 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 Academy kitchens.
- To maintain a high standard of food hygiene, safety and cleanliness in accordance with academy policies and statutory requirements.
- 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 attend meetings and training courses as may be necessary from time to time.
- To assist in ensuring that the correct stock holding are maintained, whilst ensuring no excessive ordering takes place.
- To carry out any reasonable requests by the Academy Heads.

Key Relationships

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

• Headteacher, SLT and all Trust staff	To ensure a high quality service is provided that meets the needs of the Trust.
• Parents and Students	
• Visitors	

General Responsibilities

- Represent and promote The Priory Federation of Academies' values internally and externally.
- Ensure that the Federations internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the agreed service level.
- Act as a champion for change and improvement, constantly enhancing quality.
- Working alongside colleagues within the team assisting with administrative duties as and when required.
- Undertake training and CPD as and when required to support elements of the role.
- To undertake additional duties required within the general scope of the role as determined by the Line Manager
- Actively promote and act, at all times, in accordance with Federation policies, e.g. Health and Safety, Equal Opportunities and Safeguarding.

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 12 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 – Level 2 Hospitality and Catering Apprentice

		Essential	Desirable	How assessed*
	QUALIFICATIONS			
1.	Good standard of education, particularly English and Mathematics.	X		AF / Cert
2.	Basic Food Hygiene Certificate or willingness to work towards	X		AF / Cert
3.	First Aid Certificate		X	AF / Cert
	KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
4.	Experience in a catering/customer service environment		X	AF / IV
5.	Flexibility to respond to a variety of work situations with an ability to multitask	X		AF / IV
6.	Experience of delivering a high level of customer service		X	AF / IV
7.	Previous experience working in a kitchen providing meals for large numbers		X	AF / IV
8.	An understanding of H&SAW, COSHH, Basic Food Hygiene		X	AF / IV
	SKILLS AND ABILITIES			
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 prioritise 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
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		

*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.....