

Job Title: Catering Assistant

Salary: £8.91 per hour

Department: Retail, Catering or Hospitality

Contract/Hours: may be up to 35 hours per week (Term to Term or all year round)

Role Purpose To continually strive to deliver high standards of customer service, food hygiene and health and safety.

This is a generic Catering Assistant job description and personal specification, each outlet, hospitality area or kitchen area may require the Catering Assistant to undertake some or all of the tasks listed below. There may also be additional tasks which are not listed below which may be required to be undertaken by the Catering Assistant in line with their role.

Principal Responsibilities

- In outlets, hospitality or kitchen areas where required you will prepare and serve food to a high standard.
- In outlets or hospitality where seating is you are required to clean down tables and keep the outlet looking tidy and hygienically fit for purpose at all times.
- In outlets, hospitality or kitchen where needed you will required to washing up or load and unload dishwashers
- At all times you must strive to deliver the highest standard of excellent customer service.
- If you role is till based you must learn and become competent in operating an epos terminal
- Where required you must replenish all stock to ensure the outlet looks appealing at all times
- Ensure that the outlets, hospitality or kitchen area is a clean and organised work space which is fit for purpose and meets the high standards LSP management expect
- In all areas you must follow operational Procedures and Policies
- Ensure that the Team Leader and Retail Manager instructions, within reason, are followed and any deviation from these are reported in a timely manner.
- Dedicate your whole time and ability whilst on shift to delivering the best service and standards possible.
- In hospitality ensure events run smoothly, address issues prompt and raise any issues with the Shift or Team Leader.
- Additional tasks which are allocated to you by the Shift Leader, Team Leader or member of the management team.

Physical Effort

This is not an office desk based role. This role is primary standing or moving, constantly mobile and walking. There may be the need to lift heavy boxes and/or move stock from different locations.

All physical activities such as lifting and handling should be carried out in line with LSP's health and safety policy and procedure.

Working Conditions

This role is based in the outlets, hospitality or kitchen area, with either access to the kitchens or back office space which can be hot and humid or cold stores/cool display cabinets which are cold. Additionally a number of outlet serving areas or kitchen space which have little or no access to ventilation via a window which can result in a 'stuffy' atmosphere. Some areas of work are limited in terms of space.

There may also be challenges of unhappy customers who may become angry and possibly aggressive

Internal and External Relationships

- Customer – students, public or members of staff (LSP, UoL and Students' Union)
- Departmental Managers and staff.
- The University of Leicester, employees, students and management.
- The Students' Union, employees and management.

Planning and Organising

- Be proactive
- High level of organisational skills
- Good time management skills
- Be reliable

Qualifications, Knowledge and Experience

Essential

- Eligibility to work in and travel freely to and from the UK
- Genuine interest in customer service excellence
- A team player
- Positive attitude
- Willingness to learn
- Excellent time-management skills
- Passion for food

Desirable

- Valid Level 2 Basic Hygiene Certificate
- Experience working in a customer facing environment.

Skills, Abilities and Competencies

Essential

- Be passionate about working with fresh foods and quality ingredients
- Demonstrate(s) a calm exterior during periods of high volume or unusual events.
- Be reliable, committed and trustworthy
- Be friendly and welcoming to our customers
- Effective oral and written skills in order to communicate effectively
- Can-do attitude and self-motivated person
- Keep a high standard of cleanliness to comply with the Environment Health Regulations at all times

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff, and identifies LSP as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

Health & Safety

The Catering Assistant carries out the duties placed on employees by the “Health and Safety at Work Act” 1974,:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety of welfare in the pursuance of any relevant statutory provisions.
- To attend all mandatory training which covers H&S
- Report any Health and Safety concerns promptly and in line with the company policies and procedures.

General

LSP has to continually modify and improve its service. This will inevitably mean that modification of structures and thus job descriptions may prove necessary. The post-holder will be expected to co-operate with changes, which the Chief Executive may wish to introduce, subject to consultation.

It is neither practical nor possible to list indefinitely a list of ‘jobs’ this post must undertake, those ‘jobs’ which fall outside of this document but are in line with the role must be carried out and may include other ‘jobs’ deemed suitable by LSP.

1. PERSON SPECIFICATION

<u>SELECTION CRITERIA</u>		<u>INTERVIEW ASSESSMENT</u>				
3 = Essential		Meets the criteria:				
2 = Important		A = Exactly B = Closely C = Barely				
1 = Desirable		D = Does Not Meet Criteria				
<u>CRITERIA</u>			A	B	C	D
Education/Qualification:						
Be able to carry out basic mathematical calculations and communicate effectively in English both verbally and in writing.	3					
Basic food hygiene	1					
NVQ1/2 or equivalent	1					
Experience:						
Previous experience of working in a food & beverage environment	1					
Customer service experience	1					
Skills/Abilities:						
Be passionate about working with fresh foods and quality ingredients	3					
Demonstrate(s) a calm exterior during periods of high volume or unusual events.	2					
Be reliable, committed and trustworthy	3					
Be friendly and welcoming to our customers	3					

Effective oral and written skills in order to communicate effectively	3				
Can-do attitude and self-motivated person	3				
Keep a high standard of cleanliness to comply with the Environment Health Regulations at all times	3				
Willingness to undertake varied roles within the team	2				
Personality/Disposition:					
Enthusiastic and flexible	3				
Friendly and approachable	3				
Remain calm under pressure	3				

Additional Comments:

***Successful**

***Unsuccessful**

***Reserve**

*Delete as appropriate

Signature of interviewer

Designation:

Date: