

CATERING ASSISTANT

JOB DESCRIPTION & PERSON SPECIFICATION

GRADE: 2, Point 2 (Fixed)

DATE UPDATED: 18/10/23

DIGNITY AT WORK: To show, at all times, a personal commitment to treating all students and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the College's Equal Opportunities in Employment Policy.

PURPOSE: To assist with food preparation, counter service, operation of the tills, general cleaning duties, stock management and any other requirements requested by the Trust Catering Manager. At all times you will be expected to maintain the highest standards of cleanliness and comply with Food Safety and Environmental Health standards.

PRINCIPAL ACCOUNTABILITIES:

1.	To promote and safeguard the welfare of children and young people.
2.	Prepare dining and serving areas to the accepted standard, which involves the supply and correct distribution of dining room support materials.
3.	Serve food and drinks at the specified times and to the designated quantities. This may involve transporting and serving food around the college site.
4.	Assist in the preparation of all food requests arising whether this food be hot or cold and whether it is to be consumed immediately, or consumed at a later date.
5.	To ensure that all designated areas are cleaned and maintained to the highest hygienic standard wherever it is considered practical, requested of you, or observed to be required. The cleaning of light equipment, cutlery, crockery and other items comes under this requirement.
6.	Ensure that all customers (e.g. staff, pupils and visitors) are treated with courtesy, understanding and respect at all levels, and that any difficulties are addressed with prompt, helpful efficiency. Any problem that you feel unable to deal with should be relayed immediately to the Trust Catering Manager.
7.	Operate the serving tills in accordance with the management's instructions.
8.	Take delivery of stock and advise management of any delivery shortfalls, be aware of the necessity to stock rotate and to notice any damage to or potential waste of perishable goods in the kitchen.
9.	Guide and assistant work experience students on an annual basis, modelling good practice at all times.
10.	To work with due regard to confidentiality and the principles of Data Protection, encouraging others to do the same.
11.	To record accurately all information with regard to health and food safety on a day to day basis as required by the management.
12.	Ensure that personnel appearance, including uniform and foot wear, comply with the standards set down by the Trust Catering Manager.
13.	To set an example of positive personal integrity and professionalism, with positive, appropriate and effective communications and relationships at all levels.

14.	Keep up to date with and observe relevant child protection procedures, in line with keeping Children Safe in Education and Guidance for Safer Working Practice for Adults who work with Children and Young People in Education settings.
15.	Observe relevant health and safety regulations as they relate to your working practices and responsibilities, including the Health & Safety at Work Act 1974 and SMC health & safety procedures.
16.	Undertake such duties as may be reasonably required commensurate with the grade of the appointment.

OTHER RESPONSIBILITIES: The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on St Cuthbert's RC Academy Trust, as your employer and you as an employee of the Trust. In addition to the Trust's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Trust's H&S policy.

GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Trust are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Trust, including remotely where necessary.

DIMENSIONS:

- **Responsibility for Staff:** None
- **Responsibility for Customers/Clients:** Responsible for presenting a professional, friendly, welcoming service to pupils, staff and members of the school community (e.g. visitors).
- **Responsibility for Budgets:** Responsible for portion control (which in turn impacts upon the budget).

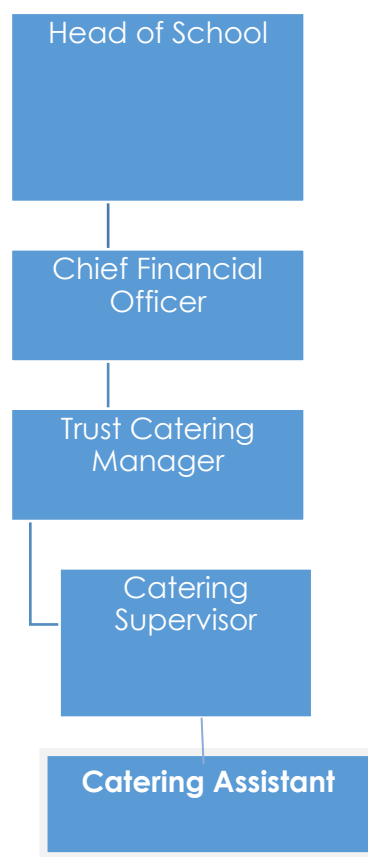
DECISION MAKING:

- Make decisions in relation to their own job and when to refer difficulties to the Trust Catering Manager/Supervisor.
- Decide on safest working practice when transporting heavy or awkward loads to ensure safe practice.
- Application of kitchen regulations regarding stock control and safe storage.

WORKING RELATIONSHIPS:

- **Within Service Area/Section:** Provide a service for students, staff, Directors and members of the school community.
- **With Any Other Areas:** N/A
- **With External Bodies to the School:** Suppliers and other service providers (e.g. delivery drivers, external caterers).

ORGANISATION CHART:



	N/A	Low	Moderate	High	Supporting Information (if applicable)
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).				√	Heavy lifting; high reaching; hot environment; moving general catering equipment around the school site.
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).				√	Routine tasks performed to strict timetables; fast paced; could be exposed to confidential information.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.			√		Could be on occasion exposed to confrontational situations and verbal abuse from students; volume of orders; fast paced.

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. *Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References		Essential	Desirable	How identified
1.	Qualifications:			
	Basic numeracy and literacy skills	X		AF, CQ
	Basic food hygiene certificate (or willingness to obtain)	X		AF, CQ
	Safeguarding Level 1 (on appointment)	X		AF, CQ
	Willingness to work towards personal development, attending relevant training courses relevant to the role (e.g. manual handling etc)	X		AF
2.	Relevant Experience:			
	Experience of working in a catering/hospitality environment		X	AF, I, R
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people	X		AF, I, R
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	X		AF, I, R
	Ability to keep a high degree of confidentiality and discretion	X		AF, I, R
	Ability to work on own initiative, knowing when to take direction and support from your line manager	X		AF, I, R
	Accurate and well organised approach to work, with the ability to plan and prioritise	X		AF, I, R
	Ability to work well as part of a team, independently or under direct instruction	X		AF, I, R
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children and young people	X		AF, I, R
	A knowledge of GDPR/data protection and an appreciation of the importance of confidentiality	X		
	Know the importance of the impact of good first impressions	X		AF, I, R
5.	Interpersonal/Communication Skills:			
	Ability to establish professional, effective working relationships with a range of internal and external partners/colleagues, parents, visitors and students	X		AF, I, R
	Ability to exchange verbal information clearly, calmly and sensitively with children and adults	X		AF, I, R
	Ability to deal calmly and sensitively with confrontational situations			AF, I
6.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the school obtaining a satisfactory Enhanced Disclosure from the Disclosure and Barring Services.	X		On appointment