

Casual Catering Assistant

Closing date: 7th July 2019
Interview date: W/C 15th July 2019



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Applying For This Vacancy

Please read the information in this document before you complete your application form.

You will need to make clear in your application form:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any queries about your application, please contact the recruitment team at Recruitment@bracknell-forest.gov.uk

If you experience any technical issues with your application, please contact the Jobsgopublic support team at support@jobsgopublic.com or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.

Message from the Manager – The Look Out Discovery Centre

The Look Out Discovery Centre is a hands-on science and nature exhibition set in a beautiful environment on the edge of Swinley Forest.

The hands-on science and nature exhibition has 100 exhibits in five themed zones:- Body & Perception, Sound & Communication, Light & Colour, Forces & Movement, Woodland & Water and of course we have The Look Out tower.

Our primary target customers are families with children and school and children's groups. The exhibition attracts over 120,000 visitors each year with over 225,000 to the centre and 660,000 to the site.

Other facilities available at The Look Out include: Bracknell's tourist information centre, gift shop, coffee shop, children's adventure play areas, picnic area, mountain bike hire and over 1,000 hectares of Crown Estate woodland with nature walks and trails.

The Look Out is Visitor Attraction Quality Assured accredited by Enjoy England and holds a Customer Service Excellence award. Our aim is to ensure that all our visitors enjoy their visit in every sense. We therefore require our staff to promote the excellent facilities we have here and ensure that the impressions gained from visitors are of enthusiastic, friendly and efficient staff.

Could you be the person we're looking for?

David Poulton
Manager

Job Description

Department: Places, Planning and Regeneration	Location: The Look Out Coffee Shop
Job Title: Casual Catering Assistant	Salary: £6.00 - £8.21 per hour

JOB PURPOSE

- To assist with the day to day operation of the Coffee Shop service, in order to provide a consistently good standard of catering service for the café users, whilst working as part of a team.

DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE

The Look Out Coffee Shop is owned and operated by Bracknell Forest Council.
As part of a team working at The Look Out, the Catering Assistant will be accountable to the Coffee Shop Manager via the Catering Supervisor.

MAIN DUTIES AND RESPONSIBILITIES

- To assist with the preparation and service of food and drinks including the operation of the EPOS till system.
- To use, clean and store all catering equipment in accordance with the appropriate instructions.
- To carry out regular cleaning as directed by the Team Leader, Supervisor or Coffee Shop Manager, including clearing tables and emptying bins, sweeping and mopping.
- To provide a service to the customers, in a polite and efficient manner
- To work safely within Health, Safety and Hygiene policies and instructions.
- Ensure all stock items are stored, rotated and used in the appropriate manner for the avoidance of wastage.
- To take in deliveries and to check against delivery notes before signing for.
- To ensure that deliveries are delivered at the correct temperature and record/report as necessary.
- To assist with special catering functions e.g. children's parties, as and when required
- To work at any of the other catering outlets within Bracknell Council Leisure, if needed to do so.
- To wear the appropriate uniform for any duty session.

It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

Person Specification

Department: Places, Planning and Regeneration	Location: The Look Out Coffee Shop
Job Title: Casual Catering Assistant	Salary: £6.00 - £8.21 per hour

	ESSENTIAL	DESIRABLE
Qualifications And Training	No essential qualifications required, training will be provided.	To be educated to the minimum of GCSE level Basic Food Hygiene Certificate. Any Retail or Service Industry experience First Aid Certificate.
Competence Summary (Knowledge, abilities, skills, experience)	Awareness of importance of Food Hygiene and Health and Safety and basic, common sense knowledge relating to good practice in this area. Experience of Food and Service Production.	Experience of working in a similar environment such as a hotel, restaurant or leisure environment. Experience working with tills/cash handling.
Work-related Personal Requirements	Ability to deal with customers of all ages and backgrounds and to ensure that their visit is the best possible with the resources available The ability to converse easily with members of the public and respond effectively to questions in spoken English.	
Other Work Requirements	Flexible approach and ability to work a flexible shift pattern across all seven days of the calendar week.	

Additional information about the job

The Look Out Discovery Centre's Mission Statement

"To provide a service that is of the highest quality and giving value for money. The service aims to stimulate interest in science and nature in an educational and enjoyable way, striving for new changing programmes to encourage new and return visitors".

The Look Out Discovery Centre's Statement of Delivery to the Customer

The customer should come first, and should always be aware of the quality of service they can expect, and have recourse to management if they feel that we do not meet those standards. As our response to the Citizen's Charter we have produced a "Statement of Delivery to the Customer" which is as follows:-

"Your visit to The Look Out Discovery Centre should be a relaxing and enjoyable experience. Our staff are here to provide a friendly and efficient service and promote learning through fun. We hope that you will find our facilities provide a high standard of cleanliness, easy to use and good value for money.

We are constantly trying to improve our customer service in response to your needs, so please speak to a member of staff if at any time you feel we are not providing a high standard of service."

The following link takes you to more information about the Look Out Discovery Centre:
<https://www.bracknell-forest.gov.uk/leisure-services/look-out-discovery-centre>

About the Department

The following link takes you to more information about our Department:
<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

Accommodation

This position is based at The Look Out Discovery Centre, Nine Mile Ride, Bracknell RG12 7QW

Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

Values and Behaviours

The Council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered on a casual basis.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

Salary

The salary will be £6 - £8.21 per hour

There is also a local weighting of £0.31 per hour

Working Hours

Your work is on an 'as and when required' casual basis. As such there is no guarantee that work can be offered, no set hours of work and no obligation on your side to accept an offer of work. Hours which will be offered will include; daytime, weekends, holiday and bank holiday periods.

Holidays

The full annual entitlement is 28 days per annum, including bank holidays. This entitlement is pro-rated for the amount of the year you work and holiday pay will be released to you in instalments. The pay for leave is based on what you are usually paid (an average is taken over the last 12 weeks on which you worked if your pay levels fluctuate).

Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

More About Applying

References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

Working In The UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive About People With A Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>