

JOB DESCRIPTION

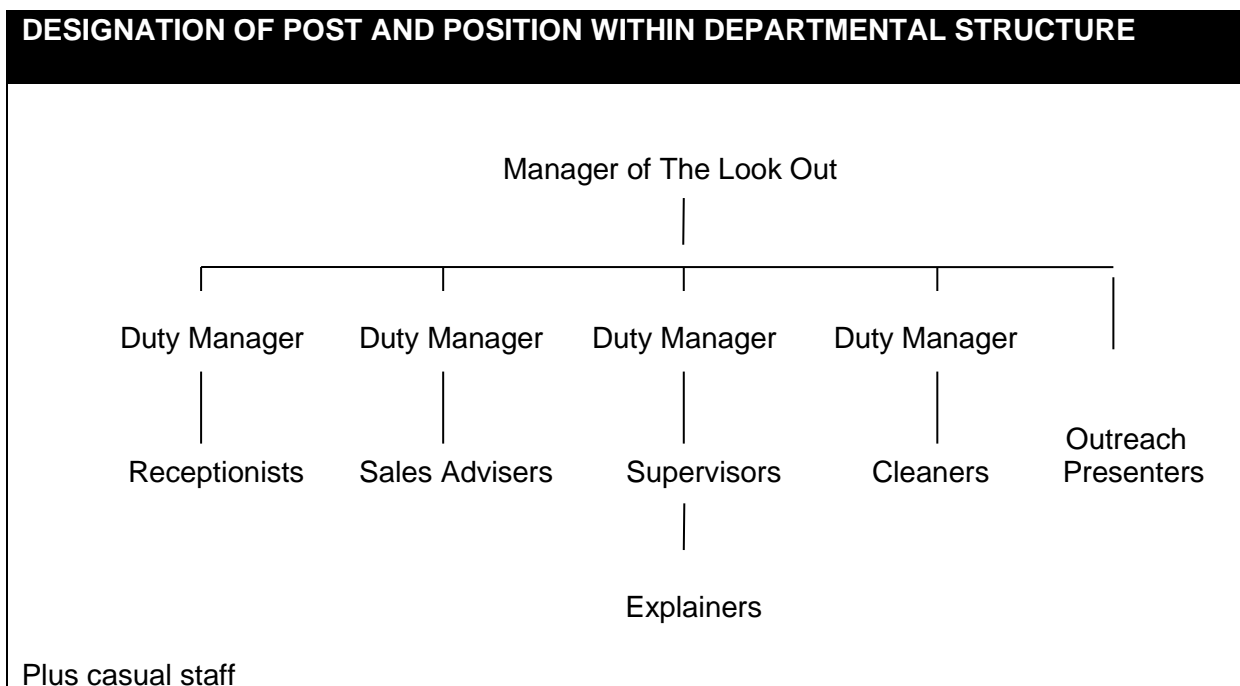


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|----------------------------|-----------------------------------|--------------------------|--------------|
| Job Title | Catering Assistant (Casual Hours) | | |
| Salary | £6.00 - £8.72 per hour | | |
| Directorate: | Places, Planning and Regeneration | Section/Location: | The Look Out |
| Grade/Salary Range: | | Work style: | Zero Hours |

Key Objectives of the role

- To ensure the smooth operation of the coffee shop at The Look Out Discovery Centre
- To ensure a high standard of provision and promote a quality service to the public and ensure that the coffee shop is clean, tidy and safe
- To promote an excellent image of the Centre and its staff and to work effectively as a member of a team, being at ease with people of all ages, backgrounds and abilities.

Designation of post and position within departmental structure



Daily and monthly 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.

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- 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 wear the appropriate uniform for any duty session.

Scope of role


- The post has a key role in ensuring visitors to The Look Out Discovery Centre have a highly satisfactory visit, maintaining quality standards to the general public and the image of The Look Out
- Customer satisfaction is necessary to ensure repeat visits and promote recommendations to other potential visitors
- The centre has approximately 370,000 customer visits per year, of which around 142,000 enter the exhibition.

N.B. This post is subject to a DBS check

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main 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

| KEY CRITERIA | REQUIRED | PREFERRED |
|---|---|---|
| Skills and qualifications | 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) | Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. 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 | A satisfactory enhanced Disclosure and Barring Service check. The ability to converse easily with members of the public and respond effectively to questions in spoken English. Flexible approach and ability to work a flexible shift pattern across all seven days of the calendar week. | |

| KEY CRITERIA | REQUIRED | PREFERRED |
|---|---|-----------|
| Role models and demonstrates the Council's values and Behaviours |  <p>One Council</p> <ul style="list-style-type: none"> Forward thinking & focus Open Respectful Working together Adaptable Resilient Determined <p>Values and Behaviours:</p> <ul style="list-style-type: none"> We reflect and learn We are resourceful We are facilitators We are navigators We are entrepreneurs We are collaborators | |