

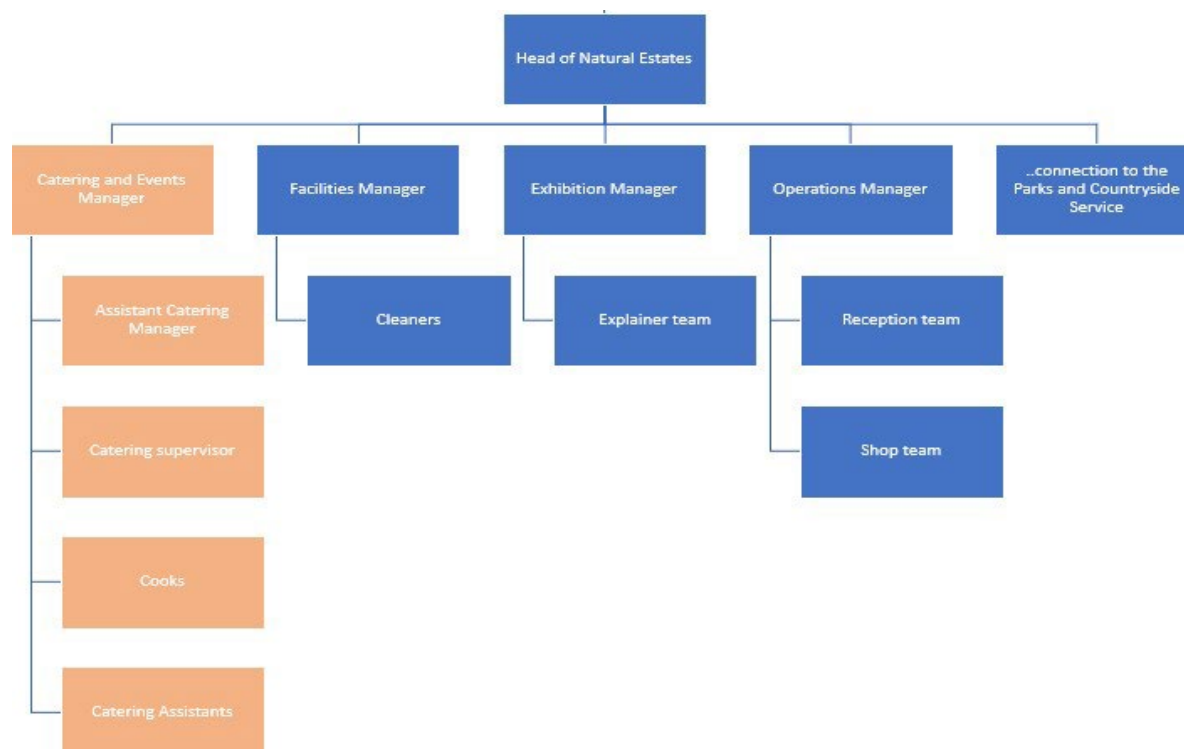
JOB DESCRIPTION

Job Title:	Catering Assistant		
Directorate:	Place	Salary:	£24,796 - £25,989 FTE plus £729 London Weighting (£16,754 - £17,560 plus £492 LW pro-rata for 25 hours per week)
Section:	Parks & Countryside	Grade:	BG-J, SCP03-06
Location:	The Look Out	Work Style:	Fixed

Key Objectives of the role

- Serve hot and cold food and drinks from the Café menu, maintaining high standards of customer service while working in a fast, focussed, and consistent manner.
- Operate a Point of sale (POS) system to take orders and payments.
- Work positively and proactively to ensure compliance with all processes, particularly those meeting relevant legislation and best industry practice, including Food Safety regulations, HACCP procedures, allergen regulations (FIR regulations), and COSHH regulations.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- Provide great customer service while taking orders for food and drinks.
- Ensure the kitchens, service areas and outside public spaces are clean and tidy.
- Serve hot and cold food consistently, with a high degree of accuracy, whilst working under pressure.
- Prepare and serve hot and cold drinks including tea, coffee and hot chocolate.
- Demonstrate the high personal and professional standards required of a commercial catering operation, by working at a high tempo, with clear focus and a problem solving, can-do approach.
- Take pride in the menu offer, promoting products and working to generate sales and ensure repeat customers.
- Work carefully, to ensure compliance with all relevant legislation and best industry practice, including Food Safety regulations, HACCP procedures, allergen regulations (FIR regulations), and COSHH regulations, through monitoring process and procedures.
- Keep personal work areas clean and tidy during each service and contribute to the team effort to ensure the kitchen is thoroughly cleaned at the conclusion of each shift.
- Focus on daily cost control, by working to minimise food waste for instance by accurate input of food orders and effective delivery of food to minimise complaints.
- Take personal responsibility for developing your own skills to be able to contribute in time to the preparation of hot food.
- Ensure a constant flow of communication within the team, by updating on the receipt of new orders, clarifying any specific customer requirements with the Cooks, and helping to solve any problems as they arise.
- Support the ability of all the catering staff to enjoy a positive team working environment, by recognising personal strengths and weaknesses and protecting each other through learning and practising self-regulation wherever required.
- Work as required by the operational demands of the business, including occasional cover for the duties of other staff within The Look Out Discovery Centre, including the Exhibition and outside areas.

Scope of role

The post is responsible for serving food and preparing and serving drinks, in accordance with the requirements of relevant legislation and best industry practice, complying with all local procedures.

The post is responsible for ensuring the safety of all customers who have allergic reactions to specific ingredients, always working accurately and consistently, even under pressure.

The post is an essential component of the delivery of the Café offer, which is available to over 650,000 visitors to The Look Out site per year.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

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	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Good customer service skills, including friendly approach and enthusiasm for serving food and for preparing and serving drinks.</p> <p>Ability to operate a Point of sale (POS) system, with the attention to detail required to ensure that orders are correctly recorded, paid for and delivered.*</p> <p>Food safety and hygiene qualification. **</p> <p>*Training will be provided to all staff. ** Training available if required.</p>	Experience of working in a food and drink business or other customer service industry.
Competence Summary (Knowledge, abilities, skills, experience)	<p>Ability to undertake routine cleaning of food preparation and service areas, to ensure food hygiene standards are met.</p> <p>Ability to notice and rectify the routine things affecting customer service in a café, for instance clearing tables, collecting litter, emptying bins.</p> <p>Ability to take pride in service delivery, understanding importance of preparing and delivering food and drinks as quickly and efficiently as possible.</p> <p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p>	
Work-related Personal Requirements	<p>Positive approach to solving problems and the ability to maintain a positive atmosphere in challenging situations.</p> <p>Able to prioritise personal workloads and stay focused on key tasks.</p> <p>Able to self-regulate emotions, recognising and developing personal strengths and weaknesses in busy kitchen environments.</p>	

	Ability to multi-task and maintain a high degree of accuracy whilst working under pressure.	
	Strong customer service skills, demonstrating professional attitude and appearance.	
Other Work Requirements	<p>This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies</p> <p>Flexible approach to work, particularly around weekends and school holidays, which form peak trading times for catering.</p>	Ownership of own transport.
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	

All staff should hold a duty and commitment to observing the Council’s Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

