

Lancaster City Council - Job Description & Person Specification

Job Title:	Casual Catering assistant	Grade:	GG5 5	Job Code:	LCC348
Service/Team:	SALC catering department	Role Type: *Delete as appropriate	FIXED	Reports to: *Title & LCC Code	Catering Manager
Line Managers: *Title/s & LCC Code	N/A				

Job Overview
Overview - To undertake all aspects of the café operation including, serving customers, food preparation and cleaning tasks. - Contribute to the effective operation of the café, whilst being fully compliant with food hygiene procedures. - To deliver a professional, positive customer service standard.
Direct Responsibilities
- Follow open and closedown procedures to ensure the café is maintained to the highest of standards. - Serve customers in a professional manner, using upselling opportunities at the appropriate times. - Preparing high quality hot beverages using espresso machines. - Prepare and serve food to a required standard following procedures. - Assisting with stock ordering, stock rotation and supplier knowledge. - Follow Safer Food and Better Business standards ensuring that they are maintained at all times. - An understanding of the menu, including daily specials and dietary requirements to ensure we comply with EHO food safety guidelines. - General cleaning duties including, washing up, clearing and wiping tables, mopping, sweeping and cleaning of special cleaning equipment. - Operating a cash register and cash handling responsibilities. - Complete Daily and weekly paperwork to follow EHO food safety guidelines.
Primary Measurable Objectives
Maintain the highest standard of customer service delivery Keep all areas stocked and prepared to meet customer expectations. Maintain the highest level of cleanliness in all areas at all times. Ensure all equipment is used as instructed, safely and in the correct manner. Ensure all food safety records are completed in line with Safer Food Better Business guidance.
Staff Management Responsibilities
Not applicable.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Not Applicable	Food Hygiene qualifications relevant to a catering operation. GCSE qualification in Maths.	App Form, Interview, Certificate
Experience	Not Applicable	Experience of working in a catering facility, where knowledge has been acquired and an understanding of day to day operation has been put into practise.	App Form, Interview
Job Related Skills, Knowledge & Abilities	An ability to use their own initiative and follow procedures and processes that already exist.		App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	To have a positive attitude towards other staff members and customers. Demonstrate attention to detail at all times.		App Form, Interview
Special Requirements/Other	This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential.		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	