Job Description

Job Title: General Catering Assistant
Date: September 2017
Department: Catering
Reports To: Catering Manager
Responsible For: n/a

Purpose of the Position:

The General Catering Assistant will be responsible for ensuring that all Catering areas are cleaned and maintained to a high standard. They are also required to assist with the service of food and beverages throughout the College.

Departmental Information

The kitchen is a busy operation offering a food service to over 1000 students, 500 staff and visitors to the College, which includes the commercial lets business which takes place outside of term-time. The team is comprised of Chefs, Kitchen Porters and General Catering Assistants who are responsible for delivering high quality food from scratch.

In recent years, the kitchen has delivered more than 175,000 Breakfasts, 310,000 Lunches, 205,000 Suppers and over 1500 events from small meetings to fine dining meals.

Main Tasks and Responsibilities

• Assist with the setting up service counters, serving food and clear down of area afterwards within the main dining hall area and boarding houses
• Assist with the cleaning of all crockery, cutlery and service utensils within the plate room area
• Ensure the highest possible standards of presentation by ensuring that displays, fixtures, fittings and premises are maintained in accordance with the cleaning schedule
• Contribute towards the delivery of hospitality and events around site including the set-up, service and clear down as required
• Deal with customer queries or requests in a polite and efficient manner
• Present a smart, professional appearance and good personal hygiene
• Maintain standards of safety and hygiene per legislation and other statutory requirements
• Attend meetings and training sessions as required
• Report any incidents of accident, fire, theft, loss or damage and act as appropriately
• Carry out any reasonable request from any member of the Management team within the general scope and purpose of the job

Person Specification

Education Attainment

• General Secondary Education or equivalent (English and Maths essential)

Professional Qualifications

• Food Hygiene Certificate
Knowledge and Experience

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<th>Essential</th>
<th>Desirable</th>
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<td>• Working within a customer focused environment</td>
<td>• Awareness of Safeguarding requirements and good practice within an educational setting</td>
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<td>• Passion for working within the Catering and Hospitality industry</td>
<td>• Experience with Food Allergies, Special Diets and Labelling</td>
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<td>• Food service and preparation</td>
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Skills and Personal Qualities

- Excellent communication skills to enable effective dialogue with colleagues, staff, visitors and where applicable, pupils
- Organised and self-motivated, with a proven record for meeting targets and deadlines
- Able to perform well and remain professional whilst under pressure
- Dedicated team-player, who strives for excellence and leads by example
- Tactful and discreet, whilst mindful of observing Safeguarding and professional standards
- Displays a smart and professional appearance, representing the College in a positive manner
- Reliable and stable
- Well-developed problem solving skills
- Enthusiastic, with an eagerness to learn new skills and a commitment to personal continuous professional development
- High level of accuracy and attention to detail
- Self-motivated and able to work alone without direction
- Adaptable and flexible with working patterns when required
- Committed to contributing towards the College community
- Good numeric and computer skills (Microsoft Word, Excel and Outlook essential)
- Practical and constructional
- Reasonable physical fitness

Essential Values, Behaviours and Attitudes

All employees are expected to actively promote and demonstrate the five core values of the College:

- Kindness
- Integrity
- Respect
- Responsibility
- Courage

In addition, the College expects all staff to show ambition and display curiosity both personally and professionally.

The College reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the College's business.

In exceptional circumstances, the Post holder will be required to undertake other duties and responsibilities of a similar post in order to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
All employees are required to ensure that all duties and responsibilities are discharged in accordance with the College Statement of General Policy. They should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the College, including personal protective equipment in accordance with training and instruction.