



Job Description for Catering Assistant

Purpose:

To assist the Catering Supervisor in the service and preparation of food and beverages to a range of customers in the Cafe at Plas Madoc Leisure Centre. Ensuring general catering standards and all hygiene standards are met.

Reports to:

Catering Supervisor/Cook

Salary:

Salary – Meets the national minimum wage

Pattern of work:

You will be required to work a rota which will include evenings, weekends and bank holidays.

Key responsibilities:

- To open and close the cafe as required. To ensure the cafe is available to customers at publicised times and secure at closing.
- To serve front of house ensuring the smooth operation of the cafe in relation to food and drink service, food safety, cleaning and till operation.
- Handle cash, cashing up the daily takings with the Duty Officer.
- Ensure deliveries are accepted following company procedure, reporting any shortages and discrepancies in a timely manner and ensure that stock is rotated.
- Provide a courteous standard of service, dealing with any customer issues that may arise during operation / opening hours.
- Ensure all Health & Safety and Food Hygiene regulations are upheld at all times.
- To cook and prepare food.
- Clear tables and wash pots.

Special conditions

- To carry out such duties as may be determined by the Senior Management team.

General responsibilities:

- To maintain the highest standard of professional conduct at all times with customers, colleagues, stakeholders and the general public, both at work and socially.

- To make a contribution to sharing ideas, knowledge and best practice to ensure the long term success of Splash Community Trust and the Centre.
- To adhere to employment policies as detailed in the Employee Handbook.
- To follow all health & safety procedures in order to ensure the safety of you, colleagues, customers and others who may be affected by your behaviour.
- To uphold Splash Community Trust's commitment to equality of opportunity to all by following the Equality & Diversity Policy.
- To support Splash Community Trust in achieving its environmental aims and objectives.

Person Specification Catering Assistant

Experience:

- Must be able to demonstrate strong catering experience within a public or private sector organisation.
- Must be able to demonstrate a clear understanding of customer needs.
- Should ideally be able to demonstrate experience of working within a busy leisure centre environment or similar, within the public or private sector.
- Must possess or be willing to achieve Food Hygiene Level 2 Certificate.
- Should ideally be able to demonstrate an understanding of how a third sector organisation operates; be sympathetic to the aims of Splash Community Trust; and be sensitive to the political nature of the organisation.

Qualifications or Training:

- Must have GCSE's or equivalent in Maths and English
- Should possess relevant Food Hygiene qualifications
- Should demonstrate evidence of Continuous Personal Development

Practical Skills:

- Must have strong organisational skills
- Must be able to communicate with a wide range of people effectively at all levels, both orally and in writing

Personal Qualities & Attributes:

- Must be able to work unsupervised and to agreed outcomes
- Must have a flexible and adaptive attitude to change and do everything to make new approaches and methods work
- Must be able to work in a busy environment
- Must be able to work as part of a team
- Must be an open, honest and approachable person and have a pleasant, friendly personality
- Must be confident and professional
- Must ensure personal appearance is of the highest standard of tidiness and hygiene
- Must accept the importance of maintaining and improving standards and strive to exceed expectations at all times.

