

## **Flexible Catering Assistant – Grade 2**

### **Job purpose:**

Kirklees Catering Service provides high quality catering services to schools throughout our business portfolio. It also provides café and restaurant services in some commercial premises. Flexible Catering Assistants cover long and short term absences in our kitchens working in an agreed area local to their home. As a Flexible Catering Assistant, you will support in the delivery of a high quality, customer focused catering service; ensuring quality, nutritious meals to our customers in the establishments where we provide our services. By providing healthy, well balanced meals to our customers our service contributes to the health & wellbeing of our customers and supports the best start for our children; helping them to achieve and aspire.

### **Key areas of responsibility:**

The preparation and clearing down of service and dining room areas along with cleaning and washing up duties to ensure high standards of cleanliness.

Simple food preparation and production; such as salads, potato, vegetable & fruit dishes, sandwiches, paninis along with decorating and presenting home baking; following service recipes and presenting to service standards.

Following service instructions you will present and serve food in accordance with sound food hygiene and Health & Safety legislation and practices.

By being aware of the needs of those customers with medical or religious diets you will help to ensure that all customers are appropriately catered for.

Observing all relevant Service and Council policies and taking part in training activities to support the development of yourself and the team.

You will need to be able to work from your own initiative in a fast paced environment and have the ability to work effectively as part of a team; supporting colleagues where appropriate.

### **Decisions**

You will follow service policies and procedures at all times, following work rotas to ensure all tasks are completed in a timely manner. For example follow the correct procedure to make a spill safe on the dining room floor.

Take corrective action in relation to Health & Safety concerns relating to equipment or work environment. For example if a fridge door has been left open, it must be closed, if a gas burner has been left on, turn it off. Report all Health and Safety concerns to your line manager immediately.

You will help to ensure that our customers are satisfied with our service, being friendly and helpful at all times and informing your manager of any complaints raised by customers.

## Resources – financial & equipment:

Appropriate uniform must be worn which is provided. You are responsible for ensuring this is laundered and in good condition.

Recording up to 100 pupil meal transactions per day on biometric terminals – each transaction will range from 50p - £2.50. Depending on the rota, this could be 2 or 3 times a week.

Following training you will be responsible for the correct use and cleaning of industrial catering equipment.

## Work environment – work demands, physical demands, working conditions and work context

### **Work demands**

This is a physically demanding role which involves heavy lifting and standing for long periods of time.

Meal service times are required to be delivered to deadlines which must be achieved.

### **Physical demands**

Industrial kitchen environment which can become hot; particularly in summer months. Considerable time standing and working at speed.

### **Working conditions**

Industrial kitchen – heat, steam, cold, wet services/slip hazards, smells, chemicals  
Regular working hours and patterns

### **Work context**

Industrial kitchen

Regular working hours and patterns

Predominantly working in a school environment the post holder will be required to actively support the Council's responsibility to Safeguarding.

**Knowledge, experience and skills: In order to be considered for this role you will need to complete the questionnaire which is part of the application form.**

E/D

E = Essential

D = Desirable

\*indicates shortlisting criterion

Please outline knowledge, skills and experience required (indicating in right hand column what is essential, desirable and shortlisting criterion).

Experience of working in a catering environment is beneficial.

D\*

Effective communication skills to encourage good relationships with customers and colleagues

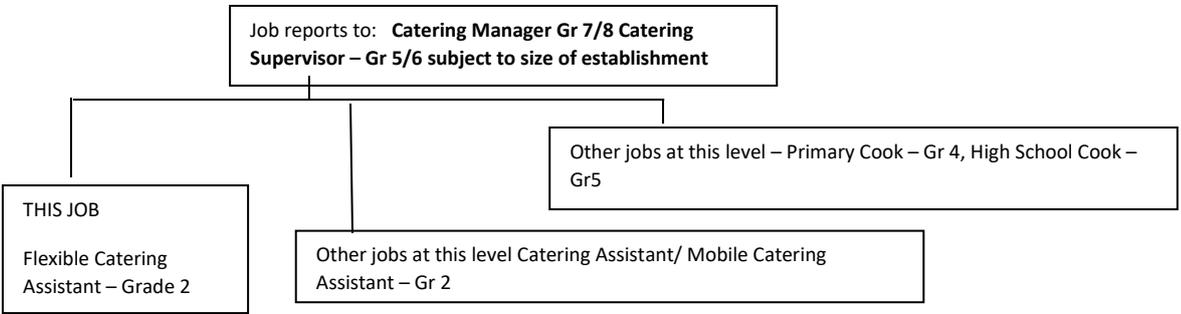
E\*

Experience of working within a team to help achieve agreed targets.

E\*

Experience of customer service and the ability to ensure the customer receives the service in a timely manner

D\*

<p>You will be working in food service where a high standard of personal hygiene is of crucial importance.</p>	E
<p>Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as determined by the occupational health unit.</p>	E
<p><b>Qualifications:</b></p>	
<p>Basic Food Hygiene Certificate or ability to attain</p>	E
<p><b>Position of job in organisation structure: Kirklees Catering Service</b></p>  <pre> graph TD     A["Job reports to: Catering Manager Gr 7/8 Catering Supervisor – Gr 5/6 subject to size of establishment"]     B["THIS JOB Flexible Catering Assistant – Grade 2"]     C["Other jobs at this level Catering Assistant/ Mobile Catering Assistant – Gr 2"]     D["Other jobs at this level – Primary Cook – Gr 4, High School Cook – Gr5"]     A --- B     A --- C     A --- D     </pre>	
<p><b>Behaviours and expectations:</b></p>	
<p>The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:</p> <ul style="list-style-type: none"> <li>• Positive</li> <li>• Honesty</li> <li>• Respectful</li> <li>• Flexible</li> <li>• Communicative</li> <li>• Supportive</li> </ul> <p>You will also promote and be a role model of the Council’s expectations of a New Council Employee within the organisation. This role is at level 1. To find out more about Council Behaviours and Expectations please click <a href="#">here</a>.</p>	
<p><b>General:</b></p>	
<p>Please click <a href="#">here</a> to see your responsibilities related to Safeguarding.</p>	
<p>DBS check required</p>	

# Job Profile



Job ID ref. no: 11050

Last updated: 30<sup>th</sup> July 2019

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

**For Recruitment Purposes: In order to be considered for this role you will need to complete the questionnaire which is part of the application form.**

We're **Kirklees**

A graphic element consisting of a blue horizontal bar with a white smile-like curve underneath it, positioned behind the word "Kirklees" in the "We're Kirklees" slogan.