



**Job Title:** Catering Assistant

**Reports to:** Chef/Manager

**Salary:** £15,307.50 - £17,807.50

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

To assist in the running of the kitchen and café, supporting the Catering Supervisor.

### **Are you right for the job?**

- Do you have experience of working in a catering environment?
- Do you enjoy working in a team and supporting others?
- Are you happy to train our and support our learners?

## Person Specification

**Job Title:     Catering Assistant**

(E = Essential D = Desirable)

<b>Core Competencies</b>
<ul style="list-style-type: none"><li>• Embraces change and drives continuous improvement <b>(E)</b></li><li>• People centred in a commercial framework, takes accountability for results <b>(E)</b></li><li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity <b>(E)</b></li><li>• Collaborates and unites with others to fulfil the organisations mission <b>(E)</b></li><li>• Provides a best in class service to all customers internal and external<b>(E)</b></li></ul>
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• Basic Food Hygiene Certificate. <b>(D)</b></li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Experience in Catering. <b>(E)</b></li><li>• Experience of working with people with disabilities. <b>(D)</b></li></ul>
<b>Skills and Attributes</b> <ul style="list-style-type: none"><li>• Understanding the importance of recognising the differing needs of people and providing a service with equality of access. <b>(D)</b></li><li>• Good communication and interpersonal skills <b>(E)</b></li><li>• Have the ability to follow instructions <b>(E)</b></li><li>• Reliability and good timekeeping <b>(D)</b></li><li>• The willingness to learn new skills<b>(D)</b></li></ul>
<b>Personal qualities, communicating and relating to others</b> <ul style="list-style-type: none"><li>• A responsible, trustworthy person with the ability to work in a team environment <b>(E)</b></li><li>• Willingness to learn to work within health and safety guidelines– including adhering to all Food Hygiene Safety standards <b>(E)</b></li></ul>
<b>Safeguarding</b> <ul style="list-style-type: none"><li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li><li>• This post requires a Criminal Records Bureau disclosure at Enhanced Level. <b>(E)</b></li></ul>

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**

**Main Duties and Responsibilities**

1. To carry out any of the following tasks on a day to day basis:
  - (a) Kitchen preparation
  - (b) Dishwashing and pot washing
  - (c) Waiting service as required
  - (d) Counter service as required
  - (e) Table clearing as required
2. To prepare food as requested by the Management.
3. To ensure the correct storage and rotation of goods delivered.
4. To ensure that the kitchen is clean and tidy.
5. Hygienic removal of refuse, food and paper regularly from the Café.
6. To be clean and presentable at all times in the correct clean uniform, and when necessary, protective clothing.
7. Assist colleagues in either the Café or kitchens and work as part of a team.
8. To adhere to Shaw Trust policies and procedures and in particular the Health and Safety Regulations and fire drill procedures.
9. To take payments, issue receipts, balance cash and complete documentation.
10. To seek customer feedback and relay to Manager or Catering Supervisor.
11. To attend Shaw Trust events and undertake appropriate learning and developments.
12. Carry out other comparable duties and responsibilities as required from time to time.
13. To adhere to all Shaw Trust policies and procedures and quality standards.
14. To ensure that customer service remains at the highest standard and that you project a professional and positive approach to all aspects of customer service.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

