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**Catering and Retail Assistant**

**Job Description**

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| **Area** | **:** | **Faculty of Services, Engineering and Construction** |

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| **Salary** | **:** | **£23,492 pro rata per annum *(Actual £18,006)*** |

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| **Hours of Work**  ***(Full-time/Part-time)*** | **:** | **32, Term Time Only, 37.35 weeks** |

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| **Line Manager** | **:** | **Catering and Retail Manager** |

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| **Responsibility for** | **:** | Retail Outlet; |
|  | **:** | Undertaking online stock orders and checking deliveries; |
|  | **:** | Preparation of food for sale to customers; |
|  | **:** | Ensuring all kitchen equipment is clean and fit for purpose; *and* |
|  | **:** | Promoting the welfare of children and young people. |

**Main Purpose of Job:**

To provide assistance in the presentation/preparation of products for service in the restaurant in order to ensure that the provision:

* Meets the needs of learners, employers and other stakeholders;
* Is of the highest possible quality in terms of learner outcomes and learner/employer

Satisfaction;

* Is effective, efficient and provide excellent value for money;
* Reflects the vision, mission, aims and values of the college;
* Is innovative, developmental and sector leading; *and*
* Promotes a culture of excellence and equality.

The post-holder will be a member of the Faculty of Services, Engineering and Construction.

**Key Duties and Responsibilities:**

1. Reflect the vision, mission, aims and values of the college.
2. Assist in the preparation and presentation of services at the required times, to the customer’s standard and satisfaction.
3. Ensure the regulations pertaining to the safe and hygienic operation of the kitchen and ancillary areas are adhered to by all members of staff, and visitors and in accordance with the Food Hygiene Regulations 1970.
4. Assist when required with menus, orders, recipes, costings and receiving, checking and storing deliveries, stock taking as required.
5. Work with/oversee learners on the outlets with regards to food preparation and service, meeting customer’s standards and promoting a friendly service.
6. Keep all work areas and surfaces as clean and tidy as is practicable at all times and especially at the end of the day.
7. Ensure the security of stores during all working hours.
8. Undertake all aspects in cleaning equipment – walls (up to 6 feet), floors, fixtures and fittings, pots, pans, cutlery, crockery, glassware, etc according to the cleaning rota or as required or directed (including clean down).
9. Prepare and assist at any special functions which also may sometimes be outside normal working hours.
10. Report and where possible, take action about customer compliments or complaints.
11. Report and where possible, take action for any incidents, fire, loss, theft, damage, unfit food or other irregularities.
12. Attend meetings and training courses including the annual Hygiene Health and Safety test.
13. Maintain adequate stock levels in vending machines and ensure machines are in good working order.
14. Ensure adequate supplies of cutlery are available.
15. Clear tables and empty waste bins in the learner restaurant.
16. Operate tills and handle cash in line with procedures.
17. Deliver and collect buffet trolleys as required.

Generic

1. Support and promote a culture of innovation, excellence and equality.
2. Comply with College policies, procedures and agreements.
3. Contribute to the risk management of the College.
4. Support and follow the College’s strategies on equality, diversity and safeguarding.
5. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment.
6. Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work.
7. Undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the College catchment area.

***This Job Description is current as the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job.***

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**Catering and Retail Assistant**

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| **Person Specification** | **Assessment Method** | | | | | | | |
| \*Test = Skills Test/Knowledge Test/Micro Teach/Presentation | Application Form | | \*Test | | Interview and Presentation | Psychometric Testing | Qualification Certificates | References |
| **Education and Qualifications** | | | | | | | | |
| Essential | | | | | | | | |
| * GCSE Grade C *(4/5)* in English and Maths or equivalent *(or willingness to work towards)* | **✓** | |  | |  |  | **✓** |  |
| * Level 2 qualification in a relevant subject area *(or working towards)* | **✓** | |  | |  |  | **✓** |  |
| * Basic Food Hygiene Certificate *(or willingness to work towards)* | **✓** | |  | |  |  | **✓** |  |
| Desirable |  | |  | |  |  |  |  |
| * Evidence of on-going professional development | **✓** | |  | |  |  | **✓** |  |
| **Skills and Experience** | | | | | | | | |
| Essential | | | | | | | | |
| * Experience in the Hospitality and Catering sector. | **✓** | |  | | **✓** |  |  |  |
| * Experience working within a retail shop | **✓** | |  | | **✓** |  |  |  |
| Desirable |  | |  | |  |  |  |  |
| * Experience of online stock ordering | **✓** | |  | | **✓** |  |  |  |
| * Experience of cashing up | **✓** | |  | | **✓** |  |  |  |
| * IT Skills including use of Microsoft Office and Outlook | **✓** | |  | | **✓** |  |  |  |
| **Personal Attributes** | | | | | | | | |
| Essential | | | | | | | | |
| * Excellent communication skills |  |  | | **✓** | |  |  | **✓** |
| * Excellent team player with a can-do attitude |  |  | | **✓** | |  |  | **✓** |
| * Ability to organise duties and to work to priorities |  |  | | **✓** | |  |  |  |
| * A desire to enable staff to teach effectively |  |  | | **✓** | |  |  |  |
| * Commitment to on-going professional development |  |  | | **✓** | |  |  |  |
| * Flexibility and ability to work under pressure |  |  | | **✓** | |  |  |  |

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| **Other requirements for employment/engagement** |
| Essential |
| * Enhanced DBS check |

Updated: October 2023