Grading
Job Description and Employee Specification

Job title: Catering Assistant	**Service area:** Communities
Post number: LSPA 3142	**Division:** Community Transformation
Grade: Grade 2	**Section/team:** Active Lifestyles

Overall purpose of job:

To deliver a catering service that meets customer requirements

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. To prepare and maintain the café and vending areas as necessary
2. To prepare and serve food and drinks to customers
3. To maintain clean and hygienic work areas that comply with health, safety and environmental standards
4. To ensure excellent customer relations by maintaining a high standard of conduct, appearance and performance
5. To contribute to the success of service by maximising income and minimising expenditure
6. To take an active part in any relevant training
7. To receive and account for cash and other transactions
8. To open and close the café area

Knowledge, skills and experience:

Ability to undertake work, consistent with a comparatively basic knowledge and skills requirement, which encompasses a range of tasks involving application of readily understood rules and procedures.

Creativity and innovation:

Work with very limited opportunity for creative or innovatory thinking.

Contacts and relationships:

Routine or incidental contacts involving exchange of information on non-contentious matters.

Decision making:

Post requires little freedom to act, work is carried out within clearly defined rules or procedures and advice is available if required. Decisions made have a limited and short term effect on employees beyond immediate colleagues or on the public. Effects of decisions would be quickly known and readily amended if necessary.

Responsibility for resources:

Responsible for the proper use and safe keeping of a range of associated equipment and for the handling and security of small sums of cash.

WORK ENVIRONMENT

Work demands:

Work where tasks are interchanged but the programme of tasks is not normally interrupted.

Physical demands:

Work requiring normal physical effort.

Working conditions: Work normally performed in a heated, lit and ventilated environment; may be exposed to occasional high heat, noise or outside conditions.
Work context: Work potentially involves some risk to personal safety of injury, illness or health problems arising from the environment or the public/clients

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Position in organisation:

Indicate how many staff the post is directly accountable for:

Are posts in more than one location? **Yes/No**
Is this at the same site? **Yes/No**
Are the posts managed highly mobile? **Yes/No**

Is the supervision/management shared with another post in the structure? **Yes/No**

Please indicate which post(s)

_____

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Till Operation and cash handling • Good customer service skills • Good communication skills • Basic literacy and numeracy	
Knowledge, Skills and Experience	**Interview**
• Ability to deal with a range of people • Ability to work as part of a team • Good organisational skills • Good IT skills	
Education, Training and Qualifications	**Original documents**
• Basic Food hygiene certificate	
Working Arrangements	**Interview**
• Flexible as shift work including weekends	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Hard working • Ability to work on own initiative	
Knowledge, Skills and Experience	**Interview**
• Good interpersonal skills	
Education, Training and Qualifications	**Original documents**
•	
Working Arrangements	**Interview**
• Week day, evenings and weekends	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ☐

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Political restriction	
Yes ☐	No ☐
The ability to speak fluent English under the Immigration Act 2016	
Yes ☐	No ☐

- Version Control

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