Casual Catering Assistant – Grade 2

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

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. As a FCasual Catering Assistant you will help to ensure that a high quality, customer focused catering service is delivered to all our customers in the establishments where we provide our services. Casual Catering Assistants cover long and short term absences in our kitchens working in an agreed area local to their home on a 'when required' basis. In addition to providing the service on a day to day basis, you will be involved in providing theme days and other events to promote and develop the service.

Responsible to: Catering Supervisor/ Catering Manager/ Assistant Catering Manager

The Job

To assist in the preparation and delivery of meals provided in all establishments where our service is provided. It is essential that meal delivery deadlines are achieved.

To work as part of a team that works hard to maintain high standards of cleanliness in the kitchen and dining room.

Help to ensure that our customers are satisfied with our service, being friendly and helpful at all times and informing the person in charge of any complaints raised by customers.

To work flexibly with the supervisor to ensure smooth service delivery and high standards of food safety and health and safety are maintained at all times. Appropriate uniform must be worn which is provided.

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

This is a physically demanding job which involves heavy lifting and long periods of standing in a hot, fast paced environment.

Job Checklist

- To work cooperatively within your team to help achieve agreed objectives.
- To ensure the customer receives the right service in a timely manner.
- To manage your workload effectively to agreed levels of performance.
- To deliver the service to agreed standards through effective use of materials.
- To put forward ideas for improving the service and support changes to the way things are done.
- To communicate effectively to encourage good relationships with customers and colleagues.

Please click here to see your responsibilities related to safeguarding.
The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You will need to be able to work from your own initiative in a fast paced environment.

You must have ability to work effectively as part of a team and the confidence to contribute to the team in developing the service and improving efficiencies.

Our customers are at the heart of all we do so you must be able to demonstrate excellent customer care to a diverse range of customers

You will work in different work locations therefore must have the ability to adapt quickly, embrace change and work cooperatively with the different teams.

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:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model 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 [here](#) and click on the tab “Working for Kirklees”.

Person Checklist

- Knowledge of working in a catering environment.
- Basic Food Hygiene or ability to attain.
- Willing to undertake Safeguarding training.
- You will be working in food service where a high standard of personal hygiene is of crucial importance. 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.
- Accept that a Disclosure and Barring Service check will be required. A conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

This Role 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.