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| **Department** | **PLACE** |
| **Job Title** | General Catering Assistant (Heaton Fold Café) |
| **Grade** | Grade B |
| **Primary Purpose of Job** | To assist in the preparation and selling of food and beverages |
| **Reporting To** | Heaton Fold Team Leader/Support Officers |
| **Staffing Responsibilities** | None |

**Main Duties**

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| **1** | To assist with the cleaning of appliances and heavy equipment.  |
| **2** | To assist in all areas of food and drink preparation and service. |
| **3** | Assist with the acceptance and transfer of deliveries to storage areas. |
| **4** | The daily cleaning of all work areas including fridges, cabinets, walls and floor areas including end of shift cleaning down. |
| **5** | Till operation and money handling (including credit/debit card payments) in the selling of food and beverages to the general public. |
| **6** | To maintain a high standard of personal, kitchen and food hygiene at all times completing and recording daily compliance checks. |
| **7** | To maintain all Health and Safety safe working practices. |
| **8** | To provide a high standard of customer service. |
| **9** | To reconcile all monies daily using the stationery provided. |
| **10** | Any other duties commensurate with the grade of the post. |

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| **Date Job Description prepared/updated:** | **January 2019** |
| **Job Description prepared by:** | **Head of Community Services** |



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| **Department** | **PLACE** |
| **Job Title** | **General Catering Assistant (Heaton fold café)** |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Ability to follow instructions using the equipment and tools provided. | Application Form/Interview |
| 2. | To work as a member of a team, to provide flexible response to service demands | Application Form/Interview |
| 3. | Awareness of kitchen, food hygiene and safe working practices. | Application Form/Interview |
| 4. | Numeracy skills to collect monies and operate a cash register | Application Form/Interview |
| 5. | The ability to lift weights | Application Form/Interview |
| 6. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Previous experience of preparing and serving food in a café or kitchen environment | Application Form/Interview |
| 2. | Basic Food Hygiene certificate | Application form/Evidence |
| 3. | Must be physically fit to as role requires lifting and handling of food and drink stock and mobile working to serve customers inside and outside the café. | Application Form/Assessment |
| 4. | Able to work Saturday, Sunday and bank holidays with working hours in accordance with Café opening times | Application Form |
| **3. Work Related Circumstances** |
| 1. | To wear protective clothing provided |  |
| 2. |  |  |
| 4. | **Delete if not applicable:**This post is subject to [an enhanced / a standard] disclosure from the Disclosure & Barring Service | Application FormInterview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. |  |  |
| 2. |  |  |
| **2. Experience/Qualifications/Training etc** |
| 1. |  |  |
| 2. |  |  |

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| --- | --- |
| **Date Person Specification prepared/updated:** | **January 2019** |
| **Person Specification prepared by:** | **Head of Community Services**  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.