

Job Specification

Job title: General Assistant

Service: MetroFresh

Grade: G2

Reporting to: Client Manager

Your job

MetroFresh provide a range of services to our schools across the borough including the effective delivery of a school meals service. We cater for primary, high and special schools in the Wigan area and cater for pupils aged 4-19 years.

You will work under the direct supervision of the Cook in Charge assisting in the provision and preparation of catering services which will include food preparation, moving furniture, food service delivery, general cleaning duties and washing up.

You will work alongside other members of the team to provide general catering and cleaning duties in accordance with relevant policies and procedures. Dependant on the school you may be required to undertake cash handling and operate a till.

In this job you will

On an on-going basis you will:

- ◆ Ensure all work undertaken is completed in specified timescales.
- ◆ Provide a welcome and friendly environment for customers.
- ◆ Comply with the relevant quality assurance standards.
- ◆ Adhere to health and safety working practices ensuring own personal safety and that of others.
- ◆ Work with other team members and colleagues to develop and maintain effective working relationships.
- ◆ Undertake mandatory and refresher training as and when required.
- ◆ Be available to attend meetings for example Listening to Action, staff engagement, take part in the staff survey, My Time and attend 2 cleaning days per year.

In this job you will need

You must be able to demonstrate the following essential requirements:

- ◆ Understanding of the principles of good customer care.
- ◆ Knowledge of basic food hygiene principles and willingness to undertake training.
- ◆ Understanding of Health & Safety principles and willingness to undertake relevant mandatory training.
- ◆ Knowledge of basic food preparation.
- ◆ Basic numeracy and literacy skills.
- ◆ The ability to work unsupervised if necessary.
- ◆ A passion to do your best.
- ◆ To be able to lift heavy equipment.
- ◆ To be able to work on your own initiative and as part of a team.

- ◆ Be willing to work on school inset training days and school open evenings when required.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you



Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed 
Donna Hall CBE, Chief Executive

Your part

- Listen, be open, honest and friendly
- Be efficient , flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed

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