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| **Department** | **PLACE – SCHOOLS 1ST SCHOOL MEALS** |
| **Job Title** | GENERAL ASSISTANT |
| **Grade** | GRADE A – SCP 1-3 |
| **Primary Purpose of Job** | Assist in providing a quality school catering service to Services to Schools customers |
| **Reporting To** | Primary Unit Manager |
| **Direct Staffing Reports** |  |

**Main Duties**

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| **1** | To assist in the basic preparation and cooking of food and beverages | |
| **2** | Preparing, setting up and clearing of dining room before and after service including where necessary the movement and storage of dining room furniture | |
| **3** | Assist in the cleaning of kitchen equipment, dining furniture, and prescribed kitchen and dining areas as scheduled in the cleaning rota to ensure set hygiene standards are achieved | |
| **4** | Setting up service counters and displays and the service of food and beverages ensuring correct portions served and food arranged attractively on the plate. | |
| **5** | Assist in the receipt and storage of deliveries. | |
| **6** | Washing, drying and the storage of crockery and kitchen utensils and the removal of kitchen waste to prescribed refuse collection points. | |
| **7** | To promote excellent customer relationship with onsite clients and to be aware of safeguarding and other needs in the workplace. | |
| **8** | To be aware of and practically demonstrate all workplace Health & Safety practises and procedures. | |
| **9** | To be aware of and practically demonstrate all workplace Food Safety practises and procedures. | |
| **Date Job Description prepared/updated:** | | **February 21** |
| **Job Description prepared by:** | | **Samantha Hess** |



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| **Department** | | **PLACE – SCHOOLS 1ST SCHOOL MEALS** | |
| **Job Title** | | **PRIMARY UNIT MANAGER** | |
| **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. | Must be able to communicate effectively with customers and colleagues and demonstrate the ability to understand simple written instructions and complete council documents. | | Interview/Reading test |
| 2. | Able to maintain a high standard of work and work to prescribed standards of safety and compliance. | | Interview |
| 3. | To be flexible and work at other units within the service when required. | | Application Form/Interview |
| 4. | Ability to work as part of a team and under own supervision using initiative. | | Interview |
| 5. | Basic literacy, numeracy, written and oral communication skills. | | Interview |
| 6. | Able to represent the service and the Council effectively and to liaise with your line manager and customer to encourage sound relationship. | | Application Form/Interview |
| 7. | **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 |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. | Level 2 Food Safety or willing to work towards | Application Form |
| 2. |  |  |
| **3. Work Related Circumstances** | | |
| 1. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Interview |
| 2. | Willingness to wear a uniform/protective clothing | Interview |
| 3. | Capable of standing and walking for medium periods. | Interview |
| 4. | Able to attend training out of term time | Interview |

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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. | Able to demonstrate excellent customer service skills. | | Interview |
| 2. | Must be able to demonstrate an awareness of a high standard of hygiene both operational and personal. | | Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. |  | |  |
| 2. |  | |  |

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| **Date Person Specification prepared/updated** | **September 2021** |
| **Person Specification prepared by** | **Samantha Hess** |

**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.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





