

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

SECTION A: Specific Role Profile

Post Title	Bank Catering Assistant	Post No	
Directorate	Resources		
Division	Solihull Catering Services		
Band and Salary	Band A £22,366 - £22,737 pro rata, per annum. Hourly paid. Incremental progression is subject to performance.		
Responsible to	Unit Catering Manager		
Location	Various locations within and around the Borough of Solihull.		
DBS Check	Enhanced check for regulated activity for working with Children		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Special Conditions	<p>Term Time only plus up to 3 designated days for training and cleaning per annum as required, which will usually take place on inset days.</p> <p>On occasions, there may also be a requirement to:</p> <ul style="list-style-type: none"> • Work in other Units within the Catering Service to cover staff absence • Attend training which may occur outside of your normal working pattern • Work additional hours to cover staff absence or support additional services i.e. wraparound or parent meetings 		

Role Purpose

The post holder will assist with the preparation and serving of meals, refreshments and other catering services as required and assisting to maintain levels of hygiene of the kitchen & equipment.

Role Responsibilities

- Preparation and some cooking of food under the supervision of the Unit Catering Manager or other immediate Supervisor to required work instructions and quality standards.
- Complete any necessary associated documentation required relating to the provision of meals (e.g. recording food temperatures, meals served, pantry book entries).
- Prepare the dining room for service, placing out and putting away of dining room tables, chairs and utensils as required.
- Prepare the counter for service placing out relevant utensils and carry out delegated tasks for counter operation e.g. garnishing of food offering a high standard of food quality presentation and ensure the counter serviced runs smoothly and professionally.
- Transport food between service points, serve meals and assist the customer in choice of dishes, ensuring any special dietary requirements are met under the supervision of the Unit Catering Manager.
- Develop and maintain effective communication and relationships with all our customers and staff, responding to individual needs to promote and develop quality services.
- Operate the cashless till system and assist with monitoring of meals recorded.
- Complete cleaning duties as required, including:
 - washing up kitchen and dining equipment and utensils;
 - cleaning kitchen production, preparation and storage areas;
 - cleaning walls (up to 6 feet), floors, work surfaces, internal kitchen windows and heavy kitchen equipment and counters;
 - maintaining the dining room in a clean and tidy state and carry out spot cleaning of spillages.
- To be immaculately presented in the correct uniform and maintain good personal hygiene at all times.
- Follow relevant Health and Safety regulations and correct hygiene and safety procedures at all times.
- Assist with the service delivery of promotional events.
- Any other appropriate duties as required, including mandatory training requirements and training relevant to role.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	Level 2 Food Safety qualification OR successful completion within first 12 months	NVQ 1 or 2 in Food Production and Cookery	Certificates/ Application Form

Experience & Knowledge	An understanding of the importance of and experience of delivering excellent customer service	Previous food preparation / catering / hospitality experience	Application Form/ Interview
	Experience of working effectively as a member of a team	Knowledge of a range of catering tasks and operation of associated equipment and tools.	Application Form/ Interview
		Knowledge of the food hygiene standards.	Interview
		An understanding of the importance of health and safety within catering environments.	Interview

Skills & Abilities	Effective verbal communication skills		Interview
	Able to follow verbal and written instructions		Interview, Test
	Basic numeracy and literacy skills		Application form, Test

Core Behaviours	Excellence - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview
	Trust and Respect -You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview

	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.	Interview

Other Requirements			
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Compiled/Reviewed by	Catering Area Managers
Date	January 2019

Section C: Additional Information

Safeguarding

Solihull Council is committed to keeping children, young people and adults at risk safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and adults at risk for whom she/he is responsible or comes into contact with.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Equal Opportunities

Solihull Council is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.