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### Role Description

Business Area: Creative and Services Industries

Job Title: Catering Assistant

Salary Scale: BS Scale 1-2

Location: Hopwood Hall College

Accountable to: Head / assistant head of Hospitality & catering

Hours of Duty: 36 hours per week (Term Time Only – 38 weeks per year)

##### Special working conditions

The post holder may be required to work at any location of the College now or in the future in the evening and at weekends.

### Purpose

### To operate within the catering outlets preparing and serving a range of food and drink items to customers in a clean, tidy hygienic and safe environment

### Duties

1. To provide excellent customer service in all aspects of the department commercially and educationally
2. To prepare and sell a range of beverages, and food products
3. To restock all produce to comply with safer food and better business
4. Cash handling
5. Maintaining a safe secure hygienic environment to comply with legislation
6. To be proactive in Food storage, Stock rotating and Stock taking to comply with legislation
7. Any other duties of a similar level of responsibility as may be required.
8. To support tutors and assist with supervising and coaching students undertaking work experience within the catering outlets experience
9. To ensure accurate portion control, quality & counter service is standardised and delivered at all times
10. To undertake regular cleaning of all equipment and work areas within the catering outlets
11. To facilitate the hospitality requirements and events
12. To engage with extra college activities as required
13. To ensure continuous development and improvement of skills and professional knowledge
14. To effectively and efficiently use all equipment and products to minimise waste in order to create an efficient working environment
15. To build and maintain effective team working relationships
16. To promote greener working practices to support college recycling policies
17. Under take any other duties as required

### All staff are responsible for:

**Children & Vulnerable Adults:** safeguarding and promoting the welfare of children and vulnerable adults

**Equipment & Materials:** the furniture, equipment and consumable goods used in relation to their work

**Health / Safety / Welfare:** the health and safety and welfare of all employees, students and visitors under their control in accordance with Hopwood Hall College’s safety policy statements

**Equal Opportunities:** performing their duties in accordance with Hopwood Hall College’s Single Equality Scheme

### Revisions and updates

This role description will be reviewed and amended on an on-going basis in line with organisational needs, with consultation with trade unions where required.

### Person Profile

“The College supports the Skills for Life agenda and recognises the importance of all adults having functional literacy and numeracy whatever their role.  All staff are therefore given the support to gain a level 2 qualification in literacy and / or numeracy if they do not already have one and all teaching staff are expected to promote the basic skills of their learners within their subjects.”

#### Qualifications

##### Essential Criteria

Level 2 Hygiene Certificate

##### Desirable Criteria

**Level 2 Customer service Qualification**

**Level 2 hospitality Qualification**

**How Identified**: Application

#### Experience

##### Essential Criteria

**Customer service and hospitality in the commercial outlets**

**The ability to clean to a high standard with experience of cleaning catering establishments**

##### Desirable Criteria

**Experience of cooking in a commercial outlet**

**How Identified**: Application/Interview

#### Specialist Knowledge

##### Desirable Criteria

**Knowledge of health & Safety**

**How Identified**: Application/Interview

#### IT Skills

##### Essential Criteria

**Basic IT Skills**

**How Identified**: Application/Interview

#### Competencies

Read this criteria in conjunction with the College Competency Framework – available on the intranet/internet.

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| **1. Leading and Deciding** | |
| 1.1 Deciding and initiating action | **Essential** |
| 1.2 Leading and supervising | **Less Relevant** |

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| **2. Supporting and Co-operating** | |
| 2.1 Working with people | **Essential** |
| 2.2 Adhering to principles and values | **Essential** |

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| **3. Interacting and Presenting** | |
| 3.1 Relating and networking | **Essential** |
| 3.2 Persuading and influencing | **Desirable** |
| 3.3 Presenting and communicating | **Less relevant** |

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| **4. Analysing and Interpreting** | |
| 4.1 Writing and reporting | **Desirable** |
| 4.2 Applying expertise and technology | **Essential** |
| 4.3 Analysing | **Desirable** |

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| **5. Creating and Conceptualising** | |
| 5.1 Learning and researching | **Essential** |
| 5.2 Creating and innovating | **Essential** |
| 5.3 Formulating strategies and concepts | **Less Relevant** |

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| **6. Organising and Executing** | |
| 6.1 Planning and organising | **Desirable** |
| 6.2 Developing results and meeting customer expectations | **Essential** |
| 6.3 Following instructions and procedures | **Essential** |

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| **7. Adapting and Coping** | |
| 7.1 Adapting and responding to change | **Essential** |
| 7.2 Coping with pressures and setbacks | **Essential** |

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| **8. Enterprising and Performing** | |
| 8.1 Achieving personal work goals and objectives | **Essential** |
| 8.2 Entrepreneurial and commercial thinking | **Less Relevant** |

##### Hopwood Hall College is committed to guarantee an interview to people with disabilities who meet the minimum essential criteria for a vacancy and to consider them on their abilities.