Job Description – Catering Refectory

Reporting to: Head of College Catering

The key purposes of this role are:

The main purpose of the role is to support the Head of College Catering with the day-to-day service delivery across the catering department at the Cirencester College, leading and motivating the team to provide excellent customer service at all times. The postholder will be reporting to the Head of College Catering working mainly in the College refectory/kitchen or other associated venue.

This post is responsible for:	
Main duties & responsibilities	Lead by example and ensure that the shift is motivated to deliver highest standards of service.
	Lead a shift within the Refectory to ensure that all required tasks are completed timely and to the specified standard.
	Ensure that all prescribed business processes and procedures are complied with and carried out.
	Proactively seek new and innovative opportunities to improve the customer experience.
	Communicate all necessary information to all staff.
	To assist in the preparation and service of food and beverages.
	To operate catering equipment and machinery after appropriate training.
	To operate the point-of-sale system and be responsible for the balance.
	To prepare and clean service and dining areas according to the style and type of service required.
	To assist with food service and clearing according to the style and type of service required and other related duties which may include, cash handling etc.
	To assist with the filling and cleaning of onsite vending machines.
	To wash dishes, utensils and kitchen equipment and clean the kitchen/dining premises.
	To maintain high standards of cleanliness and hygiene when food handling in any associated areas of work, including the dining and service areas using

	specialised methods, products and equipment as determined by the College Health and Safety Policies and Procedures and with Statutory requirements.
	To attend on and off the job training sessions.
	To undertake any other duties that may be required for the effective operation of the catering establishment such as replenishment and as are commensurate with the grade of post. There may be a requirement to work in other locations within a reasonable geographical distance and within reasonable notice for a limited period.
	To safeguard and promote the welfare of children, young people, and vulnerable adults as part of your everyday duties.
	Report any major issues to the Catering Manager.
	Any other duties that might reasonably be expected from the post holder.
Other duties	

Indicators/ sources for helping reach performance judgements (not exhaustive):
Performance will partly be judged using some or all of the indicators /sources but with line management judgement overall being the key criteria. This is not a comprehensive list and does not prevent or exclude any other source or indicator also being used, and needs to be read in conjunction with our College staff review policy • VPs and other SLT feedback • Department Head and cross-college feedback • Compliance data • Timeliness and quality of documentation • Feedback from areas of the College worked with • Students and parental feedback involved in any of the processes

PERSONAL SPECIFICATION

	Essential	**Desirable**
QUALIFICATIONS	The postholder must have or be prepared to work towards a level two hygiene certificate.	
SKILLS/ PERSONAL QUALITIES	Excellent customer service skills with the ability to handle and appropriately respond to complaints.	

	Flexibility.	
	The ability to be proactive and identify and recommend changes for improvement where appropriate.	
	Accuracy and attention to detail.	
	Good communication and interpersonal skills.	
	Problem solving skills.	
	Excellent organisational skills and the ability to handle a varied and demanding workload.	
	The ability to work independently and demonstrate initiative as well as being able to work effectively as a member of a team.	
EXPERIENCE	The postholder will have experience of working in a catering environment and of supervising a small team.	
	The postholder will be required to work flexible hours and may be required to work overtime and the occasional weekend.	
	The postholder will have exceptional standards of hygiene and cleanliness.	
	The postholder will have the ability to work calmly in a busy environment.	
	The postholder will be able to communicate effectively with all our customers, clients and colleagues and be polite and friendly in their approach.	

	The postholder will be able to work as a team and have a proactive approach.	
	The College is committed to the safeguarding and welfare of children, young people and vulnerable adults. Therefore, the postholder will be suitable to work within college environment in the presence of children, young people and vulnerable adults and to act accordingly.	

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.