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|  | **POST TITLE:** | Durham Dales Centre Catering Assistant |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 2  Job Evaluation reference Number: N6302 |
|  | **LOCATION:** | The Durham Dales Centre, Stanhope and any other Council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the Council’s flexible working policy is not applicable to this post. The post holder may be required to work outside of normal hours which would include bank holiday and weekend work.

1. **ORGANISATIONAL RELATIONSHIPS:**

**Responsible to:** The post holder will report to the Dales Centre Kitchen Supervisor.

1. **DESCRIPTION OF ROLE:**

To deliver high standards of customer service in the Tearoom, Kitchen and other areas of the Dales Centre with special responsibility for food preparation and service.

1. **DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* To assist with the preparation and production of hot and cold food and drinks to the standard defined by the Kitchen Supervisor.
* To assist in the control of stock and to manage food stock.
* To assist in the development and management of all food production activities to include special events, party catering and functions.
* To provide an efficient and effective service to customers, understanding their needs and requirements, working to exceed these wherever possible.
* Undertake and achieve industry recognised food hygiene qualification if not currently held.
* To assist with all aspects of cleaning of the kitchen, equipment and other food service areas ensuring that all check-lists are completed.
* To comply with all current Health and Safety and Food Hygiene regulations and to ensure the health, safety and enjoyment of visitors whilst using the food service facilities.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification: Catering Assistant (Grade 2)

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | 4 GCSE’s Grade A-C or equivalent qualification OR substantial experience of working in a catering environment. | Willingness to undertake further job related training.  Level 2 award in Food and Hygiene and Safety for Catering. | Application form  Selection Process  Pre-employment checks |
| **Experience** | Experience of similar customer focussed work in a restaurant, café or tearoom environment. | Previous experience of working within a catering environment. | Application form  Selection Process  Pre-employment checks |
| **Skills / Knowledge** | An understanding of H&SAW, COSHH, Basic Food Hygiene.  Attention to detail  Accurate cash handling and ability to reconcile till receipts.  Written and verbal communication sufficient to be able to give and receive clear information. | Organisational skills.  An understanding and commitment to customer care. | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | Strong interpersonal skills with the ability to communicate effectively at all levels.  Ability to work under pressure and to deadlines  Ability to work independently with minimum supervision and as part of a team. | A positive attitude to all aspects of work. | Application form  Interview. |