



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Catering Assistant
GRADE: South Tyneside Living Wage
RESPONSIBLE TO: Catering Supervisor

Overall Objectives of the Post:

To provide an effective and efficient catering service within the Leisure Buildings.

Key Tasks of the Post:

1. You will provide an effective and efficient catering service. You will:

- Assist with the preparation and cooking of food.
- Serve meals, snacks and beverages in catering and bar areas.
- Operate a computerised till.
- Ensure high standards of hygiene and cleanliness are maintained including cleaning tables, washing up, brushing and mopping the floor.
- Receive and issue supplies.
- Undertake the replenishment of stock.
- Undertake the operation of the vending service.
- Respond to customer orders in a polite and helpful manner.
- Respond to customer queries and complaints.
- Be knowledgeable of the catering service and provisions.
- Complete monitoring forms.
- Complete cleaning schedule checklists.
- Report any deficiencies, damage or defects to equipment or supplies.
- Ensure a high standard of housekeeping by keeping all general areas and storage facilities clean and tidy.
- Be proactive in promoting activity programmes and membership options across the leisure buildings portfolio with a view to increasing customer throughput, income generation and the financial viability of the leisure operation.
- Embrace the vision of every customer contact being a health improvement contact and signpost customers and visitors to lifestyle change opportunities.
- Make recommendations to the Catering Supervisor/Leisure Development Officers based upon customer feedback to improve service delivery and customer satisfaction.

- Assist other members of staff with specific duties as and when required.
- Work across the leisure buildings portfolio as and when required.
- Be smart and presentable at all times and wear the correct uniform which complies with leisure portfolio standards.
- Contribute positively to the effectiveness and efficiency of the teams in which you work.
- Participate in the induction and training of new facility staff to ensure a high level of competency is maintained.
- Fully understand the emergency evacuation procedures for the building in which you work.
- Protect the image and reputation of South Tyneside Council and its leisure portfolio by positively promoting and representing South Tyneside Council Cultural Services at all times.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GH/KDS

Date: 09/05/2016