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| **Job Description** | |
| **Post title** | Café / Catering Assistant |
| **JE Reference No** | N6747 |
| **Grade** | 2 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Culture and Sport |
| **Reporting to** | Operations Officer and or Duty Officer, Assistant Duty Officer. |
| **Location** | Your normal place of work will be the designated facility, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

To assist in the day to day delivery of the theatre or leisure based café providing assistance in the cooking and preparation of food, the serving of meals and ensuring the work environment complies with food hygiene regulations and relevant Health and Safety standards.

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| **Duties and responsibilities** |

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

1. Undertake the basic preparation, cooking and serving of food and beverages including the recording of food temperatures.
2. Assistance with the service of all meals and refreshments (including bar services) as required.
3. Clearance of the dining area and other service points after meal service.
4. General kitchen duties to include washing up and cleaning of equipment, cupboards, surfaces etc.
5. Assist with the administration, collection, reconciliation and security of monies relating to the service including till operation and the operation of cashless systems where appropriate.
6. Assist with computer based activities commensurate with the post to include data entry / accessing the computer based food ordering system, requisitioning etc.
7. Assist with the receipt and storage of goods, stocktaking and completion of daily monitoring sheets.
8. Assist with the thorough cleaning of the kitchen area and equipment and dining furniture at regular intervals during the year.
9. Assist with the thorough checking of light kitchen equipment and reporting of faults to the appropriate line manager.
10. Assist with the operation of vending services where necessary.
11. Assist with special events as and when required.
12. Ensure compliance with Health and Safety legislation and Durham County Council policies in all aspects but especially when using materials, tools and equipment.
13. Undertake and maintain records of food storage temperatures.
14. Attend training sessions as and when required.
15. To deliver a wide range of catering services e.g. buffets, serving food etc.
16. Be able to work flexibly with regards to working hours and patterns of work on a rota basis to meet the demands of the service.

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.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Basic literacy and Numeracy * Basic food hygiene certificate | * Evidence of continual professional development * NVQ 2 in Food preparation or cooking |
| Experience | * Relevant experience in catering * Relevant experience of cash handling * Some experience of using IT packages such as Word, Excel and databases etc. | * Experience of stocktaking * Cooking experience * Experience of bar work * Experience of working in a customer focussed environment |
| Skills & Knowledge | * Knowledge of catering equipment usage * Knowledge of relevant Health & Safety requirements * Good communication skills * Food preparation skills | * Knowledge of preparation and presentation of food for special events * Knowledge of COSHH |
| Personal Qualities | * Ability to prioritise workload * Flexible approach to work and able to work some unsociable hours * Ability to work as part of a team and/or on own initiative * Demonstration of customer care skills | * Experience of working in a customer focussed environment |
| Special Requirements | * Be willing to undertake training as and when required | * Have a positive, flexible ‘can do’ attitude |