

ACTIVE NORTHUMBERLAND
JOB DESCRIPTION

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| Post Title: Catering Assistant | Director/Service/Sector: Active Northumberland | | Office Use |
| Band: 1 | Workplace: | | JE ref: ANJD007 |
| Responsible to: Catering Supervisor | Date: September 2018 | | |
| Job Purpose: To provide an excellent catering service for customers and present all facilities, both 'front' and 'back' of house, in accordance with our Customer Charter. | | | |
| Resources | Staff | None | |
| | Finance | Careful processing of cash and credit/debit card payments | |
| | Physical | Shared responsibility for the careful use of equipment. Responsible for the effective day to day cleaning of designated specialised areas. | |
| | Clients | To provide a catering and beverage service to internal or external customers, adults and children, including customers who may be vulnerable, intoxicated or abusive. | |
| <p>Duties and key result areas: Carried out in accordance with the specification for Catering Services, Normally under the direction of the Catering Supervisor, these include (but are not restricted to):</p> <ol style="list-style-type: none"> 1. Prepare, cook and serve food and beverages, including alcoholic beverages where over 18 and appropriate to do so, according to agreed plans and menus to multiple large groups of different customers. 2. General kitchen duties to include washing up, etc. 3. Follow cashing up and till reconciliation procedures. Ensure cash is held securely. 4. Cleaning of all areas to required standards, taking into account COSHH regulations as appropriate. 5. Fulfil your duty of care by ensuring you adhere to all appropriate environmental health, food hygiene and health and safety regulations. 6. Assisting with the operation of vending services where necessary. 7. Assisting with special events as and when required. 8. Ensure compliance with Health and Safety legislation and policies in all aspects but especially when using materials, tools and equipment. 9. May be required to cover other sites and duties appropriate to the nature, level and grade of the post. 10. Conduct minor tenpin bowling repairs as and when required. 11. Oversee the effective running of tenpin bowling parties, as and when required. 12. Setting up and closing down of all tenpin bowling lanes, as and when required. 13. Deal with tenpin bowling bookings of varying sizes from small to very large both face to face and over the telephone and handling accurate card payments, as and when required. 14. Use relevant ICT leisure systems for ordering of food items and tenpin bowling bookings (if applicable) and enquiries. 15. Change the beer / lager barrels and keeping lines clear. | | | |

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other reasonable duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

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| Transport requirements: Working patterns: Working conditions: | Some travel between sites may be required Evening and weekend work as part of a rota will be required Hot conditions in a kitchen environment / busy counter area/cramped and low lit back of bowling facilities with potential for vulnerable, intoxicated or abusive customers. |
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Active Northumberland
PERSON SPECIFICATION

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| Post Title: Catering Assistant | Director/Service/Sector: Active Northumberland | Ref: ANJD007 |
| Essential | Desirable | Assess by |
| Knowledge and Qualifications | | |
| Basic Food Hygiene Certificates and City & Guilds Qualifications, or must be achieved within, ideally, six months of commencement. Knowledge of Health & Safety issues and COSHH regulations. Literacy and numeracy skills (GCSE level or equivalent) | Nationally recognised qualification e.g. City & Guilds 706/1, NVQ Level 1 or 2 – Food preparation and cooking or equivalent Clear understanding of licensing regulations. | |
| Experience | | |
| No specific experience is necessary but candidate must be capable of undertaking general duties, including basic food preparation, in a catering environment. | Experience of general kitchen duties. Cooking experience in a catering environment. Experience working in a tenpin bowling environment (if applying for a role in a centre with tenpin bowling facilities). | |
| Skills and competencies | | |
| Basic numeracy and literacy skills Excellent customer service skills Good teamwork and communication | | |
| Physical, mental and emotional demands | | |

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| Flexible approach to work times which may occasionally, be subject to variation Flexible approach to nature of duties performed | None | |
| Other | | |
| You must be a minimum of 18 years old to serve alcohol A commitment to providing a quality service to customers A commitment to undertake job related training | A commitment to continuous personal development | |