**SACRED HEART CATHOLIC HIGH SCHOOL**

**PERSON SPECIFICATION FOR FOOD SERVICE ASSISTANT**

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| **A SKILLS, KNOWLEDGE AND APTITUDES** |
| **Essential**  A1 Excellent customer service skills  A2 Competent numeracy skills & good cash handling skills  A3 ICT skills: ability to use or learn to use an electronic till  A4 Willingness to learn  A5 Knowledge of HACCP, Food Hygiene & Health and Safety  A6 Strong communication and interpersonal skills.  A7 Strong organisational and time management skills  A8 Decision making skills  **Desirable**  A9 Broad understanding of the secondary school catering industry |
| **B QUALIFICATIONS AND TRAINING** |
| **Essential**  B1 Evidence of customer service training  B2 Basic Food Hygiene  **Desirable**  B3 Equivalent of L2 qualifications |
| **C** **EXPERIENCE** |
| **Essential**  C1 Food service experience  **Desirable**  C2 Experience in high volume catering  C3 Experience of working with children in any setting |
| **D PERSONAL QUALITIES** |
| **Essential**  D1 Ability to build warm and effective working relationships with children and adults  D2 Enthusiasm and high levels of personal motivation  D3 Excellent attendance, timekeeping and capacity to complete tasks to meet deadlines  D4 A team player, who will be flexible and will resolve problems  D5 Commitment to carry on learning  D6 A passion for food and food service  D7 The ability to think quickly, work safely in a catering environment, and stay calm in a crisis  D8 Ability to manage own workload and help others in a busy environment, with a wide range of customers, having a clear focus on customer services  D9 Satisfactory Enhanced disclosure with the Disclosure & Barring Service |
| **E SPECIAL REQUIREMENTS** |
| Essential E1 A colleague who is willing to do overtime, and negotiated out of hours hospitality  E2 A colleague who will actively support our ethos  E3 Professional standards in dress, attendance and punctuality  **Desirable**  E4 Practising and committed Roman Catholic  E5 Driving licence  *Please note: short-listed applicants will be expected to bring to interview the originals of their qualification certificates.* |