



CATERING APPRENTICE

The Wrekin
Housing Group

Job Description and Person Specification
April 2025

The Wrekin Housing Group

Catering Apprentice

Responsible to: Chef Manager

Job Purpose:

- To train as part of the Catering team to deliver a high-quality high volume commercial catering service to our customers that consist of residents within our ShireLiving schemes, staff and external visitors
- To undertake, and carry out, training to deliver a high and safe standard to ensure the smooth and safe running of the catering provision
- To successfully complete the Level 2 Production Chef Intermediate Apprenticeship Standard

What you will gain:

- On-the-job training and mentorship from experienced catering professionals
- A nationally recognised qualification in hospitality and catering
- Practical experience in a real working environment, developing key skills in catering and customer service
- Career progression opportunities upon successful completion of the apprenticeship
- A supportive and welcoming team that values compassion, commitment, and collaboration

Key Responsibilities:

- Work as part of the catering team to take supervision in the form of receiving instructions, training, guiding, leading and assessment to ensure that quality food provision is delivered daily
- Serve meals within our central office to staff and visitors
- Set up and clear restaurant dining and service area, including washing up, packing and uploading containers as required
- Maintaining a clean hygienic working environment, assisting with the cleaning of the kitchen and dining premises, furniture and equipment (including the moving of supplies and equipment) as required to ensure standards of hygiene are maintained and working within safety instructions given
- To use all the equipment and machinery safely and efficiently after instruction
- To report to the Head Chef, any problems that may arise from customer dissatisfaction
- Assist with simple cooking and reconstitution of food activities
- Complete all training, tests and evaluations as required by the apprenticeship provider

Person Specification

Catering Apprentice

Qualifications:

- A commitment to work towards any relevant framing and qualifications is required within this role
- Written and verbal communication skills are essential

Knowledge, skills, and experience:

No prior experience is needed—just a positive attitude and a willingness to learn! We are looking for someone who:

- Meets entry requirements as stipulated by the training provider
- Is caring and empathetic, with a passion for helping others.
- Has good communication skills with the willingness to engage with residents, families, and colleagues
- Is reliable and responsible, taking initiative in daily tasks
- Is adaptable and proactive, willing to work flexibly to meet residents' needs
- Has sufficient IT knowledge to be able to access relevant systems
- Has willingness to follow policies and procedures
- Has a positive and helpful attitude to residents, staff and visitors

Competencies to achieve:

- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them and displaying a 'can do' approach to work tasks
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services