

CATERING ASSISTANT

Job Description and Person
Specification

The Wrekin
Housing Group

The Wrekin Housing Group

Catering Assistant

Responsible to: Chef Manager for ShireLiving

Key Objectives:

- To contribute towards providing a catering service to residents, visitors and staff which delivers on high standards of food safety and food delivery.
- To delight customers using the catering service providing high standards of customer service.
- To work with other staff members at the ShireLiving Scheme to provide a seamless service to customers.

Key Responsibilities:

Food Safety and Food Supply

- To provide support in the preparation, cooking and serving of food and beverages plus related catering duties.
- To ensure the appropriate working practices are followed in relation to Allergen's so customers with allergies stay safe.
- To prepare the dining area which may include moving and setting up furniture, setting trolleys and the cleaning and dismantling of these as required.
- To prepare the service area, hot cupboards and other equipment in the service areas for the efficient and effective service of the meal.
- To ensure the Café servery areas are presented to a high standard to entice customers to want to eat the food within the Café.
- To wash dishes, cutlery, serving utensils, containers, tables and all other catering equipment associated with the provision of the service.
- To clean on a daily basis all catering areas to standards laid down by The Wrekin Housing Group.
- To inform the Chef of any defects in light equipment.
- To inform the Chef of any defects in heavy equipment or of premises not meeting Health & Safety and/ or Food Hygiene Regulations Standards.
- To assist with carrying out periodic stock takes to understand amount of physical stock that is being held.
- To ensure that the correct procedures are followed for handling cash.

Customer Services

- To deliver services so as to meet the needs of vulnerable people.
- To listen to customers and feedback comments to the Chef.
- To ensure the service delivered enables customers to have a positive dining experience.
- To assist with delivering meals to residents who wish to have their meals in their apartment.
- To assist with providing a catering service on the scheme to support social activities taking place.

Working as a team

- To work as part of the wider team within the ShireLiving scheme to ensure the catering service is integrated with the care delivery and the events/activities programme.

GENERAL RESPONSIBILITIES:

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Groups Standing Orders
- To uphold, as an individual employee, the Groups' Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
 - Safeguarding
 - Confidentiality and Data Protection
 - Food Safety
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To keep confidentiality at all times

THE WREKIN HOUSING GROUP

PERSON SPECIFICATION

CATERING ASSISTANT

QUALIFICATIONS:

- Basic Food Hygiene is desirable or a willingness to work towards
- Health and Safety Qualification is desirable or a willingness to work towards

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Experience of working in catering or front-line hospitality environment is desirable
- Excellent interpersonal skills are essential
- Experience of operating cash management systems and ordering of supplies, equipment and carrying out stock takes
- The ability to deliver excellent customer service is essential

COMPETENCIES:

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work to meet deadlines. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team members, actively involving team in decision-making and problem solving to improve services.
- Assists in identifying and defining problems, taking appropriate measures to resolve them through consultation with team members and managers.
- Communicates objectives clearly. Meets deadlines through planning and monitoring delivery with team. Keeps all appropriate parties informed of progress.
- Demonstrates judgement and the ability to take decisions at a local level, seeking 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.
- Uses clear oral and written 2-way communication to share Information.

OTHER:

- Flexibility of approach and a willingness to work outside of normal working hours in an emergency
- To work at other locations when required