

Lancaster City Council - Job Description & Person Specification

Job Title:	Catering Assistant	Grade:	GG56	Job Code:	LCC322
Service/Team:	Public Realm / Williamson Park	Job Family Group:	Hospitality	Reports to:	Events Officer/Duty Supervisor
Line Manages: *Title/s & LCC Code	n/a				

Job Overview
<u>Overview</u> Contributing to the effective day to day operation of the catering department. This will include ensuring food and beverages are prepared, served and displayed effectively to achieve financial targets, increase income and profitability. Ensure the catering operation is fully compliant with, and adheres to the Safer Food Better Business standards and procedures
Direct Responsibilities
- Undertake a range of duties within the parks facilities including dealing with customers, using the till, serving drinks, cleaning, preparing and cooking food and maintaining high hygiene standards. - Serving customers and offering them the highest possible standard of customer service. - Follow opening and closing down procedures to ensure facilities are maintained to the highest standard of cleanliness and hygiene. - Follow Safer Food and Better Business system to ensure the 5* Hygiene Rating is maintained - To maintain an excellent standard of appearance and conduct as a representative of Lancaster City Council, wear the uniform with pride and personal protective equipment provided to you during works time - Have a thorough understanding of the catering offer including daily specials, dietary requirements - Hold the ability to upselling to customers at all appropriate times - Assisting the management team with stock control, rotation, ordering and have a good understanding of suppliers - Preparing and serving food to the required standard and procedures, including daily service and children's parties, weddings and events.

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- Have a thorough understanding of the current allergen legislation and manage the risks throughout your work.
- Ensuring all equipment is used as instructed, safely and in the correct manner.
- Preparing high quality hot beverages using professional coffee machines
- Clearing and cleaning down of tables and public areas swiftly and efficiently to ensure the facilities are welcoming
- Hold the ability to operate a electronic point of sale cash register, counting of floats and the reconciliation of daily takings.
- To undertake the highest level of cleanliness and all times. General duties including, using industrial grade catering equipment including dishwashers, fridges and freezers.
- Completing and signing of daily paperwork in line with environmental health legislation and recommendations.
- Contribute to new menus including seasonal specials and concept ideas relevant to local/national events. Utilising local produce and suppliers, ensuring a wide ranging, suitable offer to the public.
- To work within other areas of the park including the gift shop, weddings and events.
- Any other duties as instructed by Park Management.

Primary Measurable Objectives

- Serving customers and offering them the highest possible standard of customer service.
- Keep all areas stocked and prepared to meet customer expectations
- Maintaining highest levels of cleanliness in all areas at all times
- Complete daily checks to ensure Williamson Park retains its current Food Hygiene rating of 5*

Staff Management Responsibilities

- **Not applicable**

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	GCSE qualification Grade A-C in English and Maths or equivalent qualification/or experience	Understanding the operational standards of the catering assistant Food Hygiene Level 2 certificate	App Form, Interview, Certificate
Experience	Experience of day-to-day catering operations and associated equipment Working as part of a team	Following Safer Food and Better Business system to ensure the 5* Hygiene Rating is maintained Cash handling Hot and cold food preparation	App Form, Interview
Job Related Skills, Knowledge & Abilities	Understanding of customer service skills	Have a thorough understanding of the catering offer including daily specials, dietary requirements Have a thorough understanding of the current allergen legislation and manage the risks throughout your work.	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills			
Special Requirements/Other	Prepared to work shifts including evenings and weekends. Aged over 16 years		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

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Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	