

POST TITLE	CATERING ASSISTANT (COOK 1)
DIRECTORATE	PLACE
SERVICE	CATERING SERVICES
RESPONSIBLE TO	UNIT MANAGER/SUPERVISOR
NUMBER OF POST HOLDERS	500+
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

Our catering assistants play a vital role in delivering high quality catering services to schools and commercial buildings. Working as part of a team, to deliver a range of meals, basic food preparation and great customer care.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

To undertake individually or as part of a team, activities in a kitchen or dining centre connected to the provision and transportation of the catering service.

- Basic preparation and cooking of food and beverages in accordance with a service specification.
- Customer service – Interaction with both pupils and school staff.
- Setting up the dining room and service area.
- Serving meals and having an awareness of portion control and special diets.
- Cleaning of kitchen, dining and service areas.
- Cash handling and the use of tills where appropriate.
- Use of catering equipment (training will be provided)
- Compliance with the legal and council regulations, policies, procedures and compliance to the school food regulations 2021.
- Any other duties as required by the needs of the business.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Excellent customer service skills - The post will involve liaison with council/other staff and incidental contact with the public. A high degree of customer care and behavioural standards are required.
- Basic knowledge of food hygiene and health and safety.
- Ability to work on your own or as part of a team.
- Good communication skills and a 'can do' attitude.
- Well-presented and good appearance
- Flexible, adaptable and the ability to work under pressure or to tight timescales.
- Demonstrate a curiosity to grow knowledge and professional development.
- Demonstrate ability to self-motivate and manage own time.
- As part of the post, the post holder will have to undertake an allergen awareness qualification as well as obtaining a basic food hygiene certificate.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The role is physical in nature and will involve long periods of standing and repetitive tasks.
- Daily manual handling including transportation of meal containers.
- Handling and safe use of chemicals and equipment, following safe systems of work.
- Setting up of heavy dining room equipment and receipt of deliveries.
- Working without direct supervision and may involve lone working.
- Work activities and dealing with people both with respect to occupied and unoccupied buildings. Health and safety/customer care processes will be required to be followed.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The Catering Assistant will have no direct line management responsibilities however, on occasion may be required to support the induction of new staff in the absence of a supervisor/Cook 3.
- The Catering Assistant may also be asked to provide direction to agency staff or staff from other units if covering site.

RESOURCES

- The Catering Assistant will be required to control the use of stock as per service specification and to ensure activities reduce waste and environmental impact

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, our third parties including: members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures.
- Reporting any hazards, damage or defects immediately to their line manager.
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager and assist with any subsequent investigation. This may include co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others, including Occupational Health where required. Where the risks cannot be adequately controlled, the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).