

**LINCS INSPIRE LIMITED**

**THE HUB, SLEAFORD**

**JOB DESCRIPTION**

Job Title:	Catering Assistant
Accountable to:	Catering Supervisor
Grade:	PG 3, £18,792 per annum (40 hpw FTE), £9.01 per hour 24 hours per week

**Overall Purpose of the Role**

Assist the Catering Supervisor to deliver a high-quality food and beverage menu within a high turn-over facility, including events, functions & private hire catering.

To ensure all customers and visitors receive a friendly and efficient service and to maintain high standards of hygiene and presentation at all times.

**Responsibilities**

- Under the supervision of the Catering Supervisor assist with the preparation, cooking and delivery of food that is consistently to a high standard and well presented.
- Ensure the timely delivery of all food and beverages, and in accordance with menu descriptions.
- Under the supervision of the Catering Supervisor, assist with the preparation of hot food, including the safe use of equipment, fryers, griddle and oven.
- Assist with the preparation and creation of handmade cake stock. Guidance and training to be provided.
- Regularly assist with the delivery and presentation of catering facilities for specific events both internal and external. This may include corporate meetings, children's parties, family functions, presentations etc.
- At all times, minimise wastage through good stock management, rotation and following recipes/ menu descriptions.
- As directed by the Centre's Manager, ensure all health and safety requirements and environmental health requirements are fully met therefore supporting the business to retain its 5\* Food Hygiene rating.
- Follow stringent guidelines on Food Hygiene, keeping in line with the standards set out in the Better Food Safer Business book.
- There may be occasions that you will be asked to assist in the cafe to serve customers and use the point of sale till system, full training will be provided.
- As directed by the General Manager ensure all legislation and licensing regulations are adhered to with regards to the sale and consumption of alcohol.

- As directed by the Manager, provide infrequent cash handling support and be able to balance cash using a till system.
- Deliver food to customers and clear/sanitise tables as required.
- Ensure all customer requested special requirements are addressed, for example provision of special dietary needs.
- Under the instruction of the Catering Supervisor carry out regular checks through-out a shift/event to ensure the kitchen facilities are maintained to the highest standard such as temperature checks and hygiene checks.
- As part of the catering team ensure the kitchen is always clean and pot washing/waste disposal is carried out regularly avoiding any build up.
- Be fully familiar with the centre's emergency evacuation procedures and assist with the safe evacuation of the building as required.
- To undertake any other reasonable duties as required by the General Manager/Catering Supervisor.

## **Accountabilities:**

### **3.1. Delivering Results**

- Ensure that good relationships are developed with customers, supporting continued business development and a positive company reputation.
- Post holder is always representing the Hub and as such should portray a smart, positive, and professional approach.
- Events and activities, as directed by the General Manager or Catering Supervisor are programmed in advance and their timely delivery is essential.
- Deliver excellent quality food and beverages in a timely manner, ensuring that all safety standards are met.
- Ensure that good relationships are developed with customers, supporting continued business development and a positive company reputation.

### **3.2. Managing Resources**

- Ensure full compliance with bar licencing conditions and White Book procedures for food hygiene.
- Under the guidance of the Catering Supervisor, ensure stock management and rotation is applied, portion control is accurate, always follow recipe's/menu descriptions and keep wastage to a minimum.

### **3.3. Compliance with Statutory Regulations**

- Fully understand and apply all relevant operational procedures and standards as directed by the centre's Operational management.
- Ensure all equalities, health and safety and safeguarding policies and procedures are adhered to.
- Full understanding of all alcohol licence legislation and responsibilities.
- Maintain current knowledge of food hygiene policies and practices, along with any new standards required to be implemented

## **4. Contacts and Communications**

- Daily customer contact both direct and indirect through the delivery of food and beverage sales.
- From time-to-time staff contact across the company and its different venues.

- From time to time supporting supplier deliveries and collections, always ensuring accuracy.
- Ensure safe attendance by contractors/suppliers etc. in accordance with current policy and procedure
- Promptly report any accidents, incidents, breakdowns or maintenance issues to the Catering Supervisor and/or Manager and record all information accurately.

## **Decision Making – Planning, Creativity and Innovation:**

### **5.1. Planning**

- Adherence to event programming is essential, including any required pre or post activities, as determined by the centre's General Manager. For example, preparation/clearance times.
- Assist the Catering Supervisor with the planning and delivery of event catering provisions, both internally and externally, and in accordance with the organiser/hirer's requirements.

### **5.2. Creativity and Innovation**

- High standards of consistent presentation is essential to ensuring a positive customer experience.
- Flexibility and the ability to adapt to changing customer requests will also support a positive customer experience.

### **5.3. Decision Making – Discretion**

- The post holder will work within defined delivery guidelines and legislation as directed by the Catering Supervisor/ Manager. However, from time-to-time swift responses to customer requirements may be needed. Advice and guidance will always be available.

### **5.4. Decision Making – Consequences**

- The post holder will work as part of a team to ensure a positive and well-informed customer experience.
- Advice and guidance are readily available from the Manager/Catering Supervisor and therefore any effect of a decision is likely to be short term, readily identified and remedied with minor impact.

## **Working Environment:**

### **6.1. Work Demands**

- The post holder will work within a programme of set tasks as part of the catering team and as determined by the Chef on duty.
- Work may be subject to change because of cancellations or amendments to events and activities within the facility.
- This is a busy working environment, operating to seasonal variations in opening hours and can experience very busy periods especially during school holiday times.

### **6.2. Physical Demands**

- The post holder is working within a commercial kitchen which requires regular periods of standing, lifting, carrying and use of commercial kitchen equipment.
- As a typical kitchen environment this also includes exposure to varying temperatures.
- Frequent cleaning of kitchen, servery and catering areas will be required, as directed by the General Manager/Catering Supervisor and in accordance with current hygiene and food handling/preparation requirements/legislation.

### 6.3. Working Conditions

- The post is based within the kitchen and café area and includes an outdoor serving hatch supporting an adjoining picnic area. This may require the post holder to access the outdoor picnic area infrequently, i.e., during busy times.
- Corporate events and hospitality services are mainly provided within the venue's hospitality suite. There may be an infrequent occasion where external catering is provided.
- Flexibility is essential as this role requires evening and weekend work within a programmed timetable.

### 6.4. Work Context

- Delivery timetables can be subject to changes depending on business demands.
- Lincs Inspire operates services 7 days per week, including bank holidays which can often be busy times for centre.
- Work potentially involves some risk to personal safety arising from the service sector and kitchen environment.

<b>Knowledge and Skills</b>	<b>Essential or Desirable</b>	<b>Assessment Method (Application/ Interview)</b>
<b>Demonstrates a track record or undertaking work of a similar nature and gaining experience in:</b>		
Catering/ Kitchen environments	<b>E</b>	<b>A/I</b>
Front facing customer services	<b>E</b>	<b>A/I</b>
Working within hospitality/ leisure sectors	<b>D</b>	<b>A/I</b>
<b>Demonstrates a knowledge of:</b>		
White Book policies and food hygiene standards	<b>E</b>	<b>A/I</b>
Licensing legislation and bar operations	<b>E</b>	<b>A/I</b>
Health and safety regulations and Environmental Health standards and compliance	<b>E</b>	<b>A/I</b>
<b>Evidence the following skills and abilities:</b>		
Customer service skills	<b>E</b>	<b>A/I</b>
Presentation and interpersonal skills	<b>E</b>	<b>A/I</b>
Cash handling and use of tills/credit and debit card facilities	<b>D</b>	<b>A/I</b>
<b>Education and qualifications:</b>		
Level 2 Food Safety and Hygiene for Catering	<b>E</b>	<b>A</b>
Minimum Maths and English to GCSE or equivalent standard	<b>E</b>	<b>A</b>
First Aid Qualification	<b>E</b>	<b>A</b>
Customer service training	<b>D</b>	
Manual Handling – training to be provided	<b>D/E</b>	<b>A</b>
<b>Working arrangements:</b>		
Able to access all Lincs Inspire venues	<b>D</b>	<b>A/I</b>
Requirement to work flexibly to support event and activity timetabling	<b>E</b>	<b>A/I</b>