

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	1/2OS	Role Title	Catering Assistant (including bank & mobile)
Grade	PS1/2	Reports to (role title)	Catering Manager
		Directorate	Resources
JE Band	98-113	Service	Twelve15
		Team	Educational Catering
		Date Role Profile was created	Apr-17

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>This role will contribute to the success of the Twelve15 team. Operating with a limited degree of professional independence and autonomy the role will predominantly assist the catering service function which includes:</p> <ol style="list-style-type: none"> <li>1.To assist in the preparation, cooking, regeneration and serving of food in accordance with Twelve15 policies and procedures</li> <li>2.To maintain the hygiene/cleaning standards in accordance with the food safety standards</li> <li>3.Help to ensure food stock controls are thoroughly maintained</li> <li>4.Ability to work in a busy and demanding environment demonstrating flexibility in work practices to meet business demands</li> <li>5.To work unaccompanied in addition to working in a team</li> </ol> <p>The role will adopt the Twelve15 Team culture of strong standards and accountability in order to responsibly deliver a first-class customer experience.</p>
<b>Work Context</b>	<p>Twelve15 is a trading department of Surrey County Council, delivering traded services in education and other settings. For over 70 years Twelve15 have been providing healthy, nutritious, and well-balanced meals to pupils, students &amp; adults as well as offering a specialist service maintaining gym, sports and design technology equipment.</p> <p>The services Twelve15 provide are a key contributor to the learning outcomes of children and young people. By providing access to great tasting food, created to inspire informed food choices and access to physical exercise in gyms &amp; sports facilities that lead to healthy bodies and minds that are eager to learn.</p> <p>Twelve15's commitment resonates through its' passionate and creative team who place the customer front and centre of the services they deliver, to ensure exceptional service on every occasion. As a high performing team of professionals, a culture of collaboration and strong partnership is promoted with clients and stakeholders to optimise income generation and continuous service development to assure Twelve15's ongoing position within the market sector.</p> <p>Twelve15 has over 250 catering clients and over 400 maintenance clients.</p>
<b>Line management responsibility</b> if applicable	N/A.
<b>Budget responsibility</b> if applicable	N/A.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Service delivery</p> <ul style="list-style-type: none"> <li>• Carry out basic cleaning and cleaning tasks to leave the facility clean and tidy.</li> <li>• Carry out basic repair and/or maintenance duties as instructed.</li> <li>• Collect and use tools and equipment needed for given tasks, check they are safe and fit for use, keep in good condition and return on completion.</li> </ul> <p>Planning and Organising</p> <ul style="list-style-type: none"> <li>• Carrying out simple and repetitive tasks in accordance with defined standards and quality.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Answer simple queries politely and refer others.</li> <li>• Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Basic numeracy and literacy.</li> <li>• Ability to understand basic health and safety and hygiene and other relevant procedures.</li> <li>• Able to operate basic equipment.</li> <li>• Good listening skills and enthusiasm to learn.</li> <li>• Accuracy and ability to follow instructions.</li> <li>• Able to exchange basic information verbally or in writing.</li> <li>• May be required to undertake manual handling and physically demanding work.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>•Health and Safety Certificate Level 1 within probation period</li> <li>Food Safety Certificate (Or commitment to complete within probation period)</li> <li>•Previous experience in catering environment desirable</li> <li>operate catering equipment</li> <li>work on own initiative, unsupervised or as part of a team</li> <li>essential</li> <li>food production environment to time restraints</li> </ul> <ul style="list-style-type: none"> <li>•Level 2</li> <li>•Ability to</li> <li>•Will be required to</li> <li>•Satisfactory enhanced DBS</li> <li>•Accuracy and ability to undertake tasks in a</li> </ul>
<b>Role Summary</b>	<p>Roles at this level carry out basic preparation, catering, cleaning and maintenance tasks in a defined area using basic tools and equipment in support of the provision of an operational service. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision. Work is typically to short deadlines on a daily basis.</p>
<b>Reference Number</b>	BM-2022-559