

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	1/2OS	<b>Role Title</b>	<b>Catering Assistant (including bank, civic &amp; mobile)</b>
<b>Grade</b>	PS1/2	<b>Reports to (role title)</b>	<b>Caterer / Catering Manager / District Manager</b>
		<b>Directorate</b>	<b>Business Operations</b>
<b>JE Band</b>	98-113	<b>Service</b>	<b>Commercial Services</b>
		<b>Team</b>	<b>Educational Catering</b>
		<b>Date Role Profile was created</b>	<b>Apr-17</b>

## 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	To assist in the preparation and serving of food, in accordance with Commercial Services policies and procedures to defined standards and quality.
<b>Work Context</b>	<p>This role will require ability to work in a busy catering environment with a high degree of physical and manual tasks to be performed. Role will require flexibility in work practices to meet business needs. Ability to communicate with all stakeholders to meet customer needs will be key.</p> <p>Due to the nature of the role there maybe some exposure to extreme temperatures. The provided uniform must be worn during working hours and there is a requirement for a high standard of personal hygiene and appearance at all times. Some level of cash handling may be required dependant upon site. May be required to work unaccompanied.</p> <p>Within the scope of the role, you will be required to be aware of the reporting process for child protection matters and understand and commit to the implication of this within your role. This will include attendance at relevant training sessions and updates, following the direction of the designated safeguarding lead appropriate to the context of your role and co-operate with / support other agencies as part of any safeguarding process.</p> <p>Willingness to travel as determined by the role and need of the business.</p>
<b>Line management responsibility</b> if applicable	N/A.
<b>Budget responsibility</b> if applicable	N/A.

**Representative Accountabilities**  
Typical accountabilities in roles at this level in this job family

Service delivery

- Carry out basic cleaning and cleaning tasks to leave the facility clean and tidy.
- Carry out basic repair and/or maintenance duties as instructed.
- 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.

Planning and Organising

- Carrying out simple and repetitive tasks in accordance with defined standards and quality.

Work with others

- Answer simple queries politely and refer others.
- Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & 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.

**Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics**

- Basic numeracy and literacy.
- Ability to understand basic health and safety and hygiene and other relevant procedures.
- Able to operate basic equipment.
- Good listening skills and enthusiasm to learn.
- Accuracy and ability to follow instructions.
- Able to exchange basic information verbally or in writing.
- May be required to undertake manual handling and physically demanding work.

<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Health and Safety Certificate Level 1.  Level 2 Food Safety Certificate or commitment to achieve within probation period.  Craft skills NVQ Level 1.  Previous experience in catering environment preferred.  Will be required to work on own initiative, unsupervised or as part of a team.  Satisfactory enhanced DBS is required (school catering only).  Full Driving Licence required and Access to vehicle with appropriate insurance (if mobile/bank).</p>
<p><b>Role Summary</b></p>	<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>