

BROCKHOLES



Lancashire,
Manchester &
N Merseyside

JOB DESCRIPTION

Post Title:	Catering Assistant
Accountable to:	Restaurant Supervisor
Accountable for:	N/A

Job Summary

You will provide a friendly and efficient service to customers and maintain quality operational standards.

You will be required to work hours during the week, at weekends and during the school holidays according to the needs of the business.

In addition, situations may also arise that require you to perform other duties or tasks as may be reasonably requested by the Wildlife Trust.

Result Areas

The Catering Experience

- Deliver the highest standards of food and drink presentation.
- Build upon sales through excellent customer care.
- Understand and follow the correct till procedures.
- Deliver excellent customer service and strive to exceed visitor expectations at all times. Build on our reputation for consistently delivering high quality food and service.
- Provide visitors with information on food composition, ingredients and menu and food displays.
- Maintain cash and stock security.
- Display and re-stock all condiments and garnishes as necessary.

Legal and Compliance

- Follow daily and weekly site cleaning programmes.
- Take personal responsibility for Food Hygiene standards whilst performing daily duties.
- Understand the Laws governing the sale and supply of alcohol.
- Follow all policies and procedures, including the Health & Safety Procedures within LWT.
- Follow COSHH regulations.

Perform and assist with any other duties as may be reasonably requested by the Catering Management team. This will include providing assistance within the kitchen and full training will be provided.

PERSON SPECIFICATION

This section details the experience skills, knowledge and personal qualities required for the post.

Experience	Essential	Desirable
Experience of working within a catering environment including the service of good quality food and drink.	✓	
Proven track record of excellent customer service.	✓	
Knowledge	Essential	Desirable
All Food hygiene and Health and Safety compliance requirements		✓
Skills	Essential	Desirable
Strong people skills and able to communicate effectively with a wide range of audiences.	✓	
Excellent standards of customer service and presentation	✓	
Strong organisational and team working skills	✓	
Personal Qualities	Essential	Desirable
Passionate about delivering excellent food and service	✓	
People oriented with a 'can do' attitude	✓	
Ability to be flexible and respond to changing situations	✓	
Ability to work effectively under pressure	✓	

GENERAL TERMS AND CONDITIONS

Hourly Rate:	National Minimum Wage.
Hours of Work:	Variable. A half hour break will be taken during each shift which is unpaid.
Duration of post:	The post is a permanent contract. All new employees undertake a probationary period of 6 months, in which time they are expected to demonstrate their suitability for the post.
Holidays:	Accrued at 12.07% and paid with monthly salary.
Training:	Expected to undertake relevant training.
Place of work:	Brockholes Nature Reserve, Samlesbury, Preston
Other:	The Wildlife Trust operates a no smoking policy at all its offices. The Wildlife Trust is an equal opportunities employer and is positive about disabled people.
Policy:	All staff are required to abide by organisational policies and procedures.

Criteria Common to All Job Descriptions:

A Job Description sets out the purpose of the job, where it fits into the Trust's structure, the context within which the job holder functions and the principal accountabilities of job holders, or the main tasks they have to carry out. It is not a definitive work plan. This document is intended to provide guidance on the scope and function of the job.

Equal Opportunities Statement:

All employees are required to adhere to and promote the principles and operation of the Trust's policies on equalities, to ensure that services provided are relevant to ethnically diverse communities and other disadvantaged groups in the area.

Health and Safety Statement:

All employees are required to ensure that all duties and responsibilities are discharged in accordance with the Trust's Health and Safety at Work Policy and the Health and Safety File. They should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the Trust including personal protective equipment in accordance with training or insurance. All members of Trust staff are responsible for informing their line managers of any potential gaps in the current Trust Policy. All employees are responsible for ensuring that Health and Safety Policy is up to date and continuously reviewed and evaluated.

Performance Review:

All employees will participate in the Trust's Performance Review process. The process aims to ensure that performance standards/targets are jointly agreed between employees and line managers and are achieved within agreed time scales. Failure to maintain an appropriate standard indicated by management can result in Capability proceedings being taken.

Commensurate Statement:

At times, the Post holder will be required to undertake other duties and responsibilities of a similar level and nature in order to support workload peaks and resources and skill shortages, ensuring priorities are met. This will be sensitive to available resources and individual skills and will generally be within the same area.

Adherence to Staff Handbook, Policies and Procedures:

The Trust is a large, diverse charitable organisation and as such needs to ensure that all employees are aware of their obligations to and from the organisation. These are clearly defined in the Staff handbook, the Intranet and in the policies and procedures adopted by Council as part of the Trust's governance. All Employees have an obligation to read and understand these policies, especially those that are pertinent to this role.