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| **Job title** | **Catering Assistant - UK** |
| **Based at** | **Chicksands** |
| **Position reports to** | **Cafe Manager** |
| **Job purpose summary** | The Catering Assistant role is to provide excellent customer service, including the preparation and service of food and beverages, to ensure all customers have a positive experience. |
| **Key responsibilities**   1. To prepare and serve all food and beverages in accordance with food hygiene and allergens procedures ensuring a high standard of customer service. Some baking and cooking are required. 2. Ensuring high standards of display and visual merchandising of all products, to maximise sales. 3. Ensuring at all times the cafe, customer counters, stock room, equipment and surrounding areas are clean, neat and tidy, updating the relevant cleaning schedules. 4. Ensuring at all times the kitchen, utensils, equipment and work areas are hygienically cleaned to the required standard and cleaning schedules are completed daily. 5. Work as an active member of the team, supporting colleagues in all tasks. 6. Act as the charity’s ambassador to make sure that all customers leave the cafe with a positive impression. 7. Support the management of stock levels to minimise stock loss/wastage, but still ensuring the cafe operates to its full potential. 8. Accurately record all sales data into the Till/EPOS system ensuring that the correct retail selling price is processed and if there are any discrepancies regarding the retail selling price or the cash immediate action is taken. 9. Ensuring that all appropriate tasks are completed on the Till/EPOS system within the agreed timeframe. 10. At all times operate within the agreed Policy and Procedures ensuring that there is tight control around all the cash and stock that is held on site. 11. Comply with CESSAC and site policies, procedures and statutory regulations including health and safety, food hygiene, cleanliness and Control of Substances Harmful to Health (COSHH) | |

**Knowledge, Skills and Experience**

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| **Education/Qualifications** | **Essential / Desirable** |
| Good Standard of Education to at least GCSE level in numeracy and Literacy. | Essential |
| Valid driving licence. | Desirable |
| Level 2 Food Hygiene Certificate (If not held, training must be successfully completed during probationary period) | Essential |
| **Experience** |  |
| Experience of working within a team | Desirable |
| Experience of working in a customer focused environment. E.g. Retail/Catering/Hospitality. | Essential |
| Experience of managing/displaying stock and processing cash. | Essential |
| Knowledge of EPOS systems or operating a till. | Desirable |
| Knowledge of basic food safety and safe use of knives and kitchen equipment | Desirable |
| **Skills and Abilities** |  |
| Understand the principles of good Stock Control | Desirable |
| Ability to use industry standard IT systems (e.g. Microsoft Office, Email, Internet, etc). | Desirable |
| Excellent customer service skills. | Essential |
| Flexibility towards working hours. | Essential |
| Good organisational skills. | Desirable |
| Good communication skills and the ability to participate as a team member. | Essential |
| **Other** |  |
| HMG Baseline Personnel Security (verification of identity, nationality, immigration status, employment history and unspent convictions). Three references from individuals of standing will be required. | Essential |
| Willingness to undertake training and continuing professional development. | Desirable |