

Torfaen Leisure Trust **Job Description**



| Position Details | | |
|---|---|--------------------------------|
| Position Title: Catering Assistant | | |
| Grade: National minimum wage (Age dependent) | | |
| Section/Unit: Catering | Location: Pontypool ALC | |
| Responsible To: Catering Team Leader | Responsible For: No Staff Responsibility | |
| Closing Date: | | Date Issued: March 2023 |

| Job Purpose |
|---|
| To be responsible to the Catering Team Leader for the delivery of all aspects of the Catering Service within the facilities at Torfaen Leisure Trust. To assist in the efficient and effective operation of Catering areas. |

| Principal Accountabilities and Responsibilities |
|---|
| To ensure Food Hygiene, Health and Safety and Licensing Regulations are adhered to at all times |
| To carry out duties as instructed by Senior Officers |
| To communicate effectively with customers and other staff, and ensure the delivery of Managers/Supervisors instructions |
| To ensure all aspects of production and presentation of service meets the high quality standards expected by customers |
| To complete all necessary records in accordance with procedures |
| Stocking of vending machines and reconciling of cash from all Catering areas |
| To recommend improvements to the services offered by the Centre in response to customer feedback |
| To undertake any necessary training relevant to the post |
| To undertake any other reasonable instruction which may be given by your Senior Officers within Leisure and Culture |

Resources/Equipment/Material

To be responsible for the use of catering equipment

To be responsible for handling money and the operation of the computerised till system

To ensure the security of stock and cash at all times

Supervision/Management of People

None

Knowledge, Skills, Training and Experience

Previous experience in a catering or coffee shop environment

Previous experience of dealing with customers

Special Working Conditions

The post holder may be required to work days, evening and weekends

General

To observe confidentiality in all aspects of work and to comply with the eight data protection principles which are contained within the Data Protection Act

To demonstrate a willingness to undertake training development and learning opportunities to improve skills

Comply with and support others to observe Health and Safety Act 1974 procedures and processes

To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices

To accept that this job description may be periodically subject to review

To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment

Carry out duties placed on employees by the Health and Safety at Work Act 1974

Person Specification

Please note you will need to meet the essential criterion to be invited for interview.

| Requirements | Selection Method | | |
|---|------------------------|-------|---|
| | Essential or Desirable | Score | Tested at Interview and/or Application Form |
| Education/Qualifications/Knowledge | | | |
| 1.1 Basic Food Hygiene Certificate | Desirable | | Application Form |
| 1.2 Customer Care Qualification or willingness to achieve | Desirable | | Application form /Interview |
| 1.3 Willingness to achieve other qualifications | Desirable | | Application Form |
| 1.4 Knowledge and understanding of food preparation | Essential | | Application form / Interview |
| 1.5 Willingness to develop knowledge regarding services provided by the Trust | Desirable | | Interview |
| 1.6 Basic understanding of special dietary requirements | Desirable | | Application form / Interview |
| Experience | | | |
| 2.1 Previous Experience in a catering or coffee shop environment | Essential | | Application Form / Interview |
| 2.2 Previous experience of dealing with customers | Essential | | Application Form / Interview |
| 2.3 Previous experience of operating a till and cash handling | Desirable | | Interview |
| Skills and Abilities | | | |
| 3.1 Excellent interpersonal skills | Essential | | Interview |
| 3.2 Able to interact and engage with customers | Essential | | Application form / interview |
| Personal Attributes | | | |
| 4.1 Flexible approach to work | Essential | | Interview |
| 4.2 Able to work on own initiative | Essential | | Interview |
| 4.3 Self motivated and enthusiastic | Essential | | Interview |
| 4.4 Team Player | Essential | | Interview |
| 4.5 Proactive | Essential | | Interview |
| 4.6 Approachable, friendly and good sense of humour | Essential | | Interview |
| Circumstances | | | |
| 5.1 Able to travel independently between Centres if required | Desirable | | Interview |
| Total Short Listing Score | | | |

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria