

JOB DESCRIPTION

**CATERING ASSISTANT THE GARDEN TEAM ROOMS**

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| **Reports to**    | Catering Manager |
| **Responsible for Directly**   | **0** |
| **Total staff managed**   | **0** |
| **Grade** | **2 Spinal Point 4** |
| **Working environment**  | The Garden Tea Rooms at Gorleston Crematorium  |

**Working Hours:** 10 hours per week over 7 days depending on business requirements

**Purpose of role**

* To become part of a small team and assist with the day to day running of The Garden Tea Room and Function Room, within the grounds of Gorleston Crematorium

 **Responsibilities**:

* To assist with the running of the Tea Rooms and Function Room at the Crematorium, as directed by the Catering Manager or Supervisor

 • Preparation of all food provisions and drinks offered within the Tea Rooms

* Work at functions held within the Tea Rooms and possibly the Town Hall, including preparation of buffets
* Ensure Health and Safety regulations are strictly observed, ensuring that all food hygiene regulations are adhered to and all operating procedures are undertaken correctly
* Greeting and serving customers, maintaining a high standard of Customer Service and cleanliness at all time

**These may change subject to consultation with the postholder**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

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# Person specification

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| **Part Time Catering Assistant** |
| **Experience/ Knowledge**  | * Awareness of health and safety and risk management in relation to public & corporate events.
* Knowledge of Food Safety and Hygiene Requirements
* Knowledge of working in a Hospitality environment.
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| **Qualifications**  | * GCSE English and Maths at grade C (Level 4) or above or equivalent Level 2 qualification demonstrating literacy and numeracy skills.
* Food Hygiene Certificate
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| **Competencies /** **Skills**  | * Excellent organisational skills, able to prioritise and multi-task, working on several projects at once.
* Excellent communications skills for dealing with customers and contacts in local businesses.
* Excellent interpersonal skills with the ability to build effective working relationships at all levels.
* A methodical, motivated and customer-focused approach to work.
* Enthusiastic, friendly and confident manner able to maintain a professional approach at all time.
* Able to work positively and effectively.
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| **Personal Qualities and Attributes**  | * Strong attention to detail
* Love of Baking
* Able to work independently as directed as well as work as part of a team.
* Professional with a good understanding and insight into customer care.
* Able to work under pressure and to meet target deadlines with the minimum of supervision and prioritise workloads.
* The ability to apply practical solutions.
* The ability to listen and remain calm under pressure.
* The ability to work flexibly and creatively to respond to the changing needs of the Council and customers.
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| **Behaviours** | * Effective communication
* Working together C:\Users\gwells\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Artboard 20@2x-100.jpg
* Taking personal responsibility
* Putting Great Yarmouth first
* Respecting others
* People focused
* Embracing change
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| **Personal** **Circumstances**  | * Able to travel independently and be flexible in terms of working hours, including outside normal office hours.
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