

Job Description
General Catering Assistant

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| Function: | Government Schools |
| Job:  | General Catering Assistant |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Head Chef |
| Additional reporting line to: | Business Area Manager  |
| Position location: | Lammas School – Catering Department  |
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| 1. Purpose of the Job – To ensure the prompt and efficient preparation and service of all meals to the company’s standard and to the client’s satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the Service Level Agreement. |
| * To assist in the presentation of food services, maintaining a high standard of service and hygiene. To clear and clean working areas, including equipment and utensils.
* To be a front line ambassador of Sodexo, and to project a welcoming, efficient and professional attitude to our customers at all times.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
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| Financials  | * £0.00 per hour paid via BACS on equated pay
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Team of Kitchen staff (9) |
| count Directo |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Customer and Client satisfaction
* Adherence to Legal Compliances
* Following the Style Guide and Guest Offers
* Excellent Client Feedback
* Job Satisfaction
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| 1. To comply with all the legal and hygiene requirements.
2. To assist as directed, with all aspects of preparation and presentation of food to the company’s standards, utilising recipes from the central system and to have full knowledge of all allergen information prior to service.
3. To assist at service time by serving the customers, as directed, to the company standard, including correct portion control and promote a friendly atmosphere.
4. To operate the cash register (if required) and make necessary sales records.
5. To receive any training as is necessary to maintain the standards in the establishment.
6. To undertake all aspects in the cleaning of equipment – walls (up to 6ft), floors, fixtures and fittings, to the companies’ standard according to the cleaning rota as required and directed.
7. To ensure work areas and equipment are left clean.
8. To assist in loading service counters, as and when directed, and to ensure sufficient supplies throughout the service period, paying particular attention to the minimum style guide standards and implementation of all current marketing offers and promotions.
9. Highly advisable to join the CLOSED Best in Class Facebook page to view and share best practice
10. To accept deliveries, recording necessary temperatures and putting away as set out by safegard and your line manager.
11. To ensure a high standard of personal and general cleanliness and hygiene to comply with statutory and company regulations.
12. To assist, from time to time, at special functions, some of which may occasionally occur outside working hours.
13. To report immediately any incidents of fire, theft, loss, damage, unfit food or other irregularities and take such action as may be appropriate or possible.
14. To relieve in other local units from time to time during sickness
15. To report any customer complaints and take action, if at all possible.
16. To attend any reasonable requests made by the Manager.

**IRREGULAR DUTIES:**1. To relieve and assist in other establishments in certain circumstances.
2. To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports.
3. To attend meetings and training courses as requested. These may include travel and/or overnight accommodation which Sodexo will cover the costs for.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times.
* To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
* To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
* To comply and maintain all Statutory and Company policies and procedures
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Enhanced DBS Clearance
* High Team Ethic and working principles
* High Standards of Personal Hygiene

Desirable* Previous Catering Experience
* Food Hygiene Qualifications
* Customer Service Skills
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| 9. Management Approval – To be completed by document owner |
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| Version | One – HRBP Approved | Date | February 2017 |
| Document Owner | School Generic |

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