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Job Description:
Catering Assistant

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| Function: | Energy & Resources  |
| Position:  | Catering Assistant |
| Job holder: |
| Date (in job since): |
| Immediate manager (N+1 Job title and name): |
| Additional reporting line to: |
| Position location: |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Assist the chef manager in maintaining the catering operation on behalf of Sodexo for Shell client and customers.
* To work as part of a team ensuring high standards of cleaning service, customer satisfaction and contract retention. To comply with Sodexo procedures, Health and safety and all legislative requirements.
* Maximise customer satisfaction and help maintain a good working relationship with the site client representatives and customers.
* Participate in all appropriate training assigned to you by your line manager and the company.
* To be responsible for ordering materials, effective stock control mechanisms and collection of income in accordance with agreed policy
* To establish and maintain satisfactory relationships with individuals at all levels within the business and the Client organisation
* To ensure all current legislative requirements are met and appropriate systems are in place.
* To ensure service standards and deliver as customer focussed service as per Shell KPI. To also be responsible for determining and delivering remedial action where the satisfaction level has not achieved target.
* To ensure that cleaning and hygiene standards are maintained.
* Use of tills, cash handling and serving customers
* To ensure that proper care is exercised in handling, operating, safeguarding and maintaining equipment and appliances under the control of the cleaning services and maintain inventory records.
* To ensure all necessary steps are taken to ensure the security of accommodation, equipment, stock and monies within area of authority.
* To undertake other duties commensurate with the scope of this role.
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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. |
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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. |
| * Relationship management
* Health & Safety
* Safeguard audit compliance
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To assist with the preparation and presentation of meals service at the required times and to the required high standard.
* Assist with washing up and cleaning restaurant/ kitchen
* Use of till, cashing up & serving customers.
* To assist the kitchen to ensure that all food is prepared with due care and attention, particularly in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies.
* To organize any special function as required, some of which may occur outside of normal working hours
* To ensure that the Company and Statutory Regulations pertaining to the safe and hygienic operation of the kitchen and ancillary areas are adhered to by all members of staff and visitors in the absence of management.
* To check and store deliveries as requested.
* Constant site monitoring, ensuring the service is running efficiently.
* To assist all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements
* To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with the Industry's best practices.
* To ensure that all areas in which work is undertaken are kept in a clean and tidy condition to ensure minimum disruption to the building occupants.
* Ensure the fit-for-purpose, of issued clothing, uniform, tools, equipment and PPE and is to a safe and good working order of condition.
* Undertake any other duties that may be required for the effective operation of the catering services.
* Attend training sessions and meetings as required.
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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. |
| * Customer service
* Facilities Cleanliness
* Food service
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * It is essential that you have a pro-active attitude and can be flexible in relation to duties and working hours. The job also requires someone who can demonstrate that they have strong organisational and planning skills and have the ability to priorities and manage their time effectively
* The candidate must be able to work effectively without close supervision and must possess good organisational skills.
* The ability to communicate clearly is seen as essential
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Problem Solving
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| * Rigorous management of results
 | * Innovation and Change
 |
| * Brand Notoriety
 | * Commercial Awareness
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| * Commercial Awareness
 | * Employee Engagement
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 21/07/2022 |
| Document Owner | Gavin Parfitt |

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