

Job Description:
Kitchen Assistant

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| Function: | Operations  |
| Position:  | Kitchen Assistant |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Head Chef, da Vinci |
| Additional reporting line to: | Customer Service Lead, da Vinci |
| Position location: | Da Vinci, Cambridge |

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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Provide support to the kitchen team to ensure delivery of service is smooth and provides high customer satisfaction. To ensure that all areas run by the kitchen are kept clean and tidy. Providing a safe and hygienic environment for the production and service of food. Maintaining company standards at all times. |

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| **2. 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. |
| * Continuously working to high quality of service delivery
* Adapt to different service needs for a range of customers
* Working in a fast-paced environment and working effectively to delivery 5-star customer satisfaction
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To ensure that Company and statutory regulations, regarding hygiene, safety of staff, food and equipment are complied within all tasks undertaken
* To assist in maintaining correct procedures for all deliveries, stores and store rooms
* To report any customers complaints and compliments to a member of the management team
* To report any incident of accident, fire, loss, theft, damage, unfit food or other irregularities to a member of the management team
* To attend all staff meetings and training courses as requested
* To conform to the required dress code for your area, and to ensure the uniform provided is always clean, presentable and free from tears and stains
* To prepare any food service requirements to support the head chef
* The support with washing of all pots in the pot wash areas and operation of the dish washing machine, in accordance to directions where requested
* To ensure all food waste is disposed of in correct manner in accordance with hygiene and environmental procedures
* To ensure that all wastage is recorded and agreed by the Catering manager or his delegated person of authority before being disposed of.
* To adhere to and carry out all cleaning as laid down in cleaning schedule
* Ensure that all stock items are monitored and rotated and proper requisitions and stock transfer procedures are carried out
* To ensure all PPE is worn as per training and company procedures whenever appropriate
* To provide an efficient and friendly 5-star service to customers in all areas of the catering department
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| 4. 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. |
| * Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff
* Service development and continuous improvement via planned and communicated plan
* Support team to ensure 5-star customer satisfaction is reached
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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proactive
* Resilient
* Working with others
* Reliable and trustworthy
* Can-do attitude
* A Hands On approach
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| 6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Previous experience of working within a team
* Personal innovation and passion for food and service
* Experience working in a standards /compliance environment
* Proven experience in working within a catering environment (desirable)
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| 7. Management Approval – To be completed by document owner |
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| Version | 2 | Date | February 2021 |
| Document Owner | Jessica Hamill |

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**Employee Signature ………………………………………………………….. Date…………………………………………………**