



# Colchester Borough Council

## JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION



<b>Job Title:</b>	CNG Catering Assistant	<b>Salary Grade:</b>	CMG 13	<b>Post Reference:</b>	
<b>Service Area:</b>	Commercial Services	<b>Section:</b>	Sport & Leisure		

**Responsible to:** Catering Duty Manager / Duty Manager

**Line Management responsibility for:** No direct staffing responsibilities

**Contact with:** Members of the public, Council staff, External Organisations

**Purpose of job:** To prepare and serve hot, cold food and beverages, ensuring preparation and cleaning standards are maintained providing a friendly and professional service to all customers of Leisure World

**Budget responsibilities:** Not applicable

### Principal Accountabilities:

1. To contribute personally towards the achievement of the Council's three Core Goals and culture as defined by CBC's organisational attitudes and behaviours.
2. To deliver a friendly, professional and efficient customer service creating a welcoming atmosphere for each of our customers in line with the Leisure World ethos, with the key aim of retaining existing and attracting new customers.
3. To meet and greet, exceeding customer expectations whilst working and serving customers in all outlets within Leisure World.
4. Preparation, cooking and serving of hot and cold food and beverages, for members of public, and external organisations taking care with presentation, to ensure a consistently high standard to ensure customer satisfaction.
5. Ensure the Catering outlets and all equipment within it has a high level of cleanliness at all times.
6. Controlling waste management and recycling withing the café
7. Receiving deliveries and storing away in an organised manner
8. Refill vending machines, checking stock levels and dates, to ensure items are available for purchase when outlets are closed.
9. To follow the catering and CBC procedures and to keep training up to date.
10. To comply with the Council's Safeguarding policies with regard to children and vulnerable adults.

**Disclosure and Barring Service Registration required: No**

**Level of check required:** N/A

*Where staff will carry out defined, regulated activity with children/vulnerable adults*

**Public Sector Network independent check required:**

**No**

**Level of check required:**

*Where staff will access sensitive information using a PSN/need a .GCSX e-mail address*

**Politically Restricted Post: No**

## PERSON SPECIFICATION

**The following are the qualifications or equivalent experience that apply to this role:-**

We expect you to have:	We also hope that you have:
<ul style="list-style-type: none"> <li>• Been educated to a level of at least 5 GCSE (grades A to C), including maths and English, or equivalent, or have relevant experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 Award Food Safety for Catering</li> <li>• Food Allergen Awareness Training</li> <li>• Professional Cookery level 1,2 or 3</li> <li>• First Aid at Work</li> </ul>

Skill groups	Skills
	We expect / hope you have
Role-specific technical skills	<ul style="list-style-type: none"> <li>• Able to demonstrate suitability for working in a front facing role with the public including children/vulnerable adults</li> <li>• Have a knowledge of Health and Safety issues in relation to working in kitchens</li> <li>• Catering Skills/training</li> <li>• Barista trained</li> <li>• Able to work both independently, using judgement and initiative and as part of a busy team</li> <li>• Able to deal professionally, politely and confidently with our customers in all interactions</li> <li>• Have accurate cash handling skills</li> <li>• Able to promote and up-sell products</li> </ul>
Leadership/Management	<ul style="list-style-type: none"> <li>• Have integrity</li> <li>• Working as part of a team</li> <li>• Understanding of Health &amp; Safety</li> <li>• Demonstrating strong LW and Menu knowledge</li> </ul>
Impact and influence	<ul style="list-style-type: none"> <li>• Customer care skills</li> <li>• Be able to build and use relationships inside and outside the organisation</li> <li>• Demonstrate cultural awareness</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• Meet deadlines</li> <li>• Be methodical and able to problem solve</li> <li>• Be able to plan, monitor and prioritise change</li> </ul>
IT Skills	<ul style="list-style-type: none"> <li>• Microsoft Office365 applications (Outlook, Word, Excel, Powerpoint)</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Be methodical and organised</li> <li>• Be able to plan, monitor and prioritise</li> <li>• Be logical</li> <li>• Have attention to detail and accuracy</li> </ul>

**The following are any physical or special attributes that apply to this role:**

We expect you to be able to:	We also hope that you are able to:
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- Work flexibly as appropriate – including attendance as meetings as and when required
- You need to be available to work on a rota and/or shift basis which may cover some early mornings, late evenings weekends and Bank Holidays
- Be able to travel to and work from any Sport & Leisure site as required

- Have stamina and the ability to work under pressure

Prepared by: Paul Richardson

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