

Catering Assistant

Job Description

The Catering Assistant will have the responsibility of providing amazing support to the kitchen in the newly established Park Cafe Heavitree located within Heavitree Pleasure Ground. You will need to be fun, hardworking and determined to provide the best customer experience possible, ensuring that each and every customer of the Park Cafe Heavitree is treated with warmth and happiness, and served with a smile.

Salary - £8.91 to £9.15 per hour (depending on experience)

Hours per week - maximum of 40 hours per week (full time) to cover our full opening hours (will include a mixture of weekdays, weekends and occasional evening).

Reports to – Park Cafe Heavitree Cafe Manager.

Main Duties of the Role

- Ensure a smooth and efficient level of support to the kitchen team
- Prepare and cook high quality dishes (ensuring excellent levels of standard are met across all dishes), under the direction from the Chef/Cafe Manager
- Assist with food inventory requirements including stock control and ordering
- Unloading and putting away stock from deliveries
- Deep cleaning duties for store room and kitchen areas
- Understand the process of dealing with any customer complaints
- Operate a high level of health and safety throughout all kitchen areas, including maintaining operational standard levels of food hygiene, cleanliness and risk assessments.
- Support the safe and secure operation of the building
- Assist with the procedure of opening and closing the Park Cafe Heavitree (including basic kitchen set up and preparations for opening and relevant closure duties)
- Provide and manage a warm, welcoming and inclusive kitchen environment
- Help the cafe team in providing a space where all sectors of the community can come together and meet

Person Specification

All are essential, unless marked with a (D) for desirable.

Qualifications and Training

- Good standard of education
- Manual Handling Training
- NVQ in hospitality services (there will be an opportunity to gain this qualification if required)
- Basic Food Hygiene training or Food Hygiene certificate or Food Safety Award at level 1 (there will be an opportunity to gain this qualification if required) (D)
- First Aid at work certificate (D)

Experience of

- a customer focussed service within a hospitality setting
- a busy and demanding commercial kitchen service
- using all kitchen equipment safely and an awareness of Control of Substances Hazardous to Health regulations (COSHH) and general chemical safety
- safe manual handling techniques
- completing relevant daily and weekly kitchen checks

Skills

- Passionate about providing an amazing catering service to the chef/cafe manager
- A fantastic team player with the ability to have fun at work
- Excellent communication skills
- Ability to prepare and cook high quality dishes, under direction from the Chef/Cafe Manager
- Excellent understanding of commercial kitchen equipment and safety
- Excellent knowledge of food hygiene practices
- Good level of numeracy skills
- Enthusiastic and demonstrable positive attitude
- Outstanding organisational skills and attention to detail and accuracy
- Punctual and reliable
- Able to work in a small team as well as on own initiative
- Adaptability to change and embrace new ideas and procedures - and a confidence to suggest ways of improving customer service levels
- Able to prioritise tasks and multi-task to deliver efficient and consistent customer service levels under a pressurised cafe environment