

## **JOB DESCRIPTION**

<b><u>Title:</u></b>	<b>Catering Assistant</b>
<b><u>Responsible To:</u></b>	Scheme Manager/Care and Support Manager
<b><u>Responsible For:</u></b>	N/A
<b><u>Date:</u></b>	March 2008
<b><u>Written by:</u></b>	Denise Taylor

### **Overall Purpose**

To assist the cook to provide a daily restaurant service for service users and staff at the scheme, and to provide, as required, restaurant facilities for visitors to the scheme, either as personal visitors to tenants, or visitors using communal facilities.

#### **1.0 General**

- 1.1 The Catering Assistant is accountable to the Scheme Manager/Care and Support Manager.
- 1.2 Under the general supervision of the line and duty manager, to carry out the duties in a way that respects the rights and dignity of the individual and promotes independence. To work in accordance with the aims and objectives of the Scheme and its policies and procedures.
- 1.3 To work as a member of the team, liaising with other employees as necessary to achieve the best service possible.
- 1.4 A Catering Assistant's duties cover the main kitchen and restaurant areas in the Scheme, namely assisting the Cook with food preparation, cleaning within the kitchen and restaurant and serving food to the tenants at meal times.

#### **2.0 Cleaning**

- 2.1 To maintain the cleanliness and hygiene in the restaurant and the main kitchen.
- 2.2 To carry out general cleaning duties, maintaining agreed standards of cleanliness at all times.
- 2.3 To ensure the correct and appropriate use of all cleaning products, safe storage and disposal in accordance with COSHH regulations.
- 2.4 To report any defects in building or equipment to the Scheme Manager/Care and Support Manager.
- 2.5 To use safety equipment, as provided, to protect own self and clothing.

2.6 To carry out laundry duties as required.

3.0 **Kitchen and Restaurant**

3.1 To assist the Cook in preparation of nutritionally balanced meals in accordance to the Schemes policies and procedures

3.2 To keep the kitchen and restaurant clean and tidy ensuring high standard of hygiene and safety in accordance to HACCP regulations

3.3 To carry out, as required, any other duties that fall under the remit of the kitchen and restaurant.

4.0 **Tenants**

4.1 Where required, to assist with the serving of food and drink in the restaurant.

5.0 **Miscellaneous**

5.1 To attend team meetings, supervision meetings and training sessions and to ensure that any training needs identified are met supervise and training sessions.

5.2 To answer the telephone if a member of the Management Team is not available, to answer the door, greet visitors and confirm identity, ensuring that the appropriate records are updated.

5.3 To carry out any other duties consistent with the nature and scale of the post as may be required from time to time to ensure the well being of the tenant's and the Scheme, and support the general running of the Scheme.

5.4 To comply with CHS Health and Safety policy and procedure.

5.5 To comply with CHS Equal Opportunities policy and statement.

5.6 To comply with the CHS Schedule One Policy and Procedure

5.7 To participate in the quality assurance strategy to ensure that agreed high standards of care are always met

5.8 To comply with HACCP and COSHH regulations

5.9 For posts based at Richard Newcombe Court - a willingness to undertake basic Chinese culture and language training

## **Behaviours**

**Communication** – takes steps to keep others informed about what they need to know

Keeps people properly informed

Communicates to people in the way agreed with them

Listens to comments that people make and takes them into account when communicating to groups or individuals

**Customer Focus** – seeks to understand the needs of internal and external customers and aims to exceed these consistently

Listens to and understands what customers have to say

Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves

Has a clear plan as to what is expected to be achieved for their customers

**Flexible and Adaptable** – adopts a practical approach to achieve the required results

Looks for the benefits and ways a new idea might work before identifying potential problems

When it is necessary, is prepared to assume other roles

Listens to and discusses new ideas

**Teamwork** – works effectively with others and ensures team objectives are met

Shows understanding of colleagues when they are under pressure

Helps colleagues where possible when they are struggling

Acknowledges the good things others do

*As the needs of the organisation change rapidly, this role will change accordingly;  
therefore this document should be viewed as guidelines which are subject to change*