

Job Title: Senior Catering Assistant	Role Profile Number: CA2665
Grade: K Salary:	Date Prepared: February 2013
Directorate/Group: LLC&TS	Reporting to: Leisure catering Manager and or Team leaders
Structure Chart attached:	

<u>Job Purpose</u>

• To assist the catering Manager in the provision of a Catering and Hospitality service to meet the requirements of site users and to deliver the aims of the catering service.

Key Accountabilities

- Supervise and instruct a team of catering assistants on a shift basis (where applicable)
- Provide high standards of customer service
- Monitor the quality and standard of food preparation, production and pre packed goods.
- Monitor food hygiene standards and practices following laid down procedures
- Ensure predetermined staffing levels, food preparation and stock levels are enough to meet the days requirements
- Place orders with suppliers as directed by the catering manager
- Be responsible for the security of all catering areas whilst on shift
- Be responsible for all catering monies and carry out all financial processes
- Be responsible (on a shift basis) for the vending operations (where applicable) to ensure machines are full clean and operational.
- Be familiar with and comply with SBC financial regulations and other relevant policies.

Supplementary Accountabilities

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- Provide operational customer service
- Undertake projects as directed by the catering manager
- Work with other colleagues employed in the operation of the centre

Knowledge & Experience

- Staff supervision
- Catering experience
- Experience in working in similar roles within the industry
- A team player with good inter-personal skills
- Be flexible and adaptable and work well under pressure
- I.T. literate
- Be numerate and literate
- Ability to liaise with internal and external customers to meet their needs

Qualifications

- Food hygiene certificate
- NVQ in catering and hospitality at Level 1
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Decision Making

• In service delivery on a shift basis

Creativity and Innovation

• Contribute to the development of the service

Job Scope	Budget Holder	No
 Number and types of jobs managed Staff supervision on a shift basis 	Responsibility	
 Typical tasks supervised/allocated to others Customer service, vending operation, cleaning, food preparation. 	Asset Responsibility:	None

Contacts and Relationships

- Liaise with customers
- Liaise with internal colleagues

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	