



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Community Meals Kitchen Assistant / Relief Driver	Role Profile Number: EWCM01
Grade: J	Date Prepared: 04.05.21
Directorate/Group: Adult Social Care	Reporting to: Team Leader Community Meals
Structure Chart attached:	No

Job Purpose

- To ensure the timely preparation and subsequent heating/cooking of frozen meals for delivery from Enterprise Works to vulnerable and elderly adult customers living in the local community
- To ensure the food preparation and kitchen areas are maintained and hygienic at all times
- To be a relief driver for delivering meals as and when the business requires and to then be the initial point of contact for the customers and provide an efficient, professional and empathetic service for Community Meals.

Key Accountabilities

- Liaise with Admin function to prepare only the meals required for that day To take ready meals from freezers and prepare by way of heating in ovens on site
- To ensure accurate temperature control measures are in place for food to reach it's required temperature and cook food as per guidelines
- Follow a daily routine that ensures the kitchen area and ovens are kept in a clean hygienic state and to report any defects of equipment to Team Leader in a timely manner
- To assist drivers with the preparation and loading of food Thermo boxes ensuring accurate loading for deliveries
- Independent management of a pre-planned daily route plan for Community Meals customers
- Efficient time management of a daily route to deliver service within fixed timelines
- Good communication skills, empathy and understanding of vulnerable and elderly adults needs
- Basic understanding of food hygiene guidelines – training provided

- Responsibility and adherence to all SBC Transport Compliance and Duty Of Care

Supplementary Accountabilities

- Stock rotation
- Inventory Control
- Kitchen cleanliness

Knowledge & Experience

Preferable knowledge and experience in the following areas of business:

- Basic food preparation on a large scale within an assigned time
- Basic understanding of the care and welfare of elderly and vulnerable adults
- Flexible approach to working to fulfil team and customer dynamics
- Independent thinking and decision making in a lone working environment
- Customer facing role
- Logistics of a delivery operation
- Providing a service that engaged with elderly and vulnerable adults

Qualifications

- Clear DBS for working in this environment
- UK clean Driving Licence (Class B, standard car)
- Basic Food Hygiene Certificate (Training provided)
- Infection Control (Training provided)

Decision Making

- Management of daily route plan
- Customer facing decision making
- Informal “Duty of Care” reporting
- Delivery logistics

Creativity and Innovation

- Customer management where the service user may be unpredictable or confused.

