



Regeneration & Community Services Directorate

Post Title	Catering Assistant		
Post Number	Various	Grade	Scale 2
Base	Various	Hours	Various
Car User Allowance	None	Disclosure	Enhanced
Contact	Pam Hancock 01495 355653	Updated	November 2022
Politically restricted	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	*

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

Responsible to: The Cook in Charge

Responsible for: To assist the School Cook and Assistant Cook in general duties within the kitchen as required.

Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To work under the supervision of the Cook in Charge and/or Assistant Cook and to assist and carry out any instructions given in the preparation, cooking and serving of food or clearing away, washing up, cleaning processes supporting the transport service and handling of cash.
4. To be prepared to work at any reasonable time of day in order to ensure the smooth running of the catering unit.
5. To be prepared to work additional hours as required due to absenteeism, increase in demand for meals.
6. Due to the nature of school catering the timing of annual leave is subject to special arrangements for employees: you are required to take leave during periods of school closure only and not during term time. Hours may vary due to fluctuation of meal numbers.

7. To be able to travel to any school kitchen as required to provide cover for all catering assistant posts within Blaenau Gwent Catering.
8. To undertake any training considered necessary for the post.
9. To observe any requirements outlined by Blaenau Gwent Catering quality procedures
10. To observe Health and Safety regulations.
11. Any other duties as required.

1. Qualifications & Experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
Food Safety Level 2	Essential	✓			
Other experience					
Previous experience of working in a catering field	Essential	✓			✓
Knowledge/Skills					
Knowledge of Kitchen Hygiene and Health and Safety Procedures	Desirable	✓	✓		✓
Motivational Skills	Desirable	✓			✓
Knowledge of Health and Safety Regulations within a catering field	Desirable	✓			✓

2. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Commitment to term time working hours	Essential		✓		
Flexible working hours	Essential		✓		

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary		✓ Essential		✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feedback results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better	✓ Essential			✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓ Essential		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent	✓ Essential			✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓ Essential		✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times		✓ Essential		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓ Essential		✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓ Essential		✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others		✓ Essential		✓
	Communicates professionally by using formal channels appropriate to the situation				✓