

**Job Description****Social Services Directorate****Community Options Department**

Post Title	Catering Assistant		
Post Number	BG09042	Scale 2	£22,366 - £23,114 Pro Rata
Base	Community Options (Various)	Hours of Work	28hours a week 52 weeks per year
Car User Allowance	None	Disclosure	Enhanced
Contact	Matthew Smith 07974 623698	Updated	16/03/2021

Principal Job Purpose

Responsible to: Community Options Cook

Responsible for: Assisting the cook in organising, preparing, and serving of snacks/meals throughout the Catering Enterprise locations.

Principal Accountabilities

1. To work under the supervision of the Cook, to assist and carry out any instructions given in the reheating and storage of foods including clearing away and maintaining the cleanliness of the surrounding areas, including kitchen and ovens as instructed.
2. To be prepared to work flexibly across the wider Catering Enterprise Facilities services in order to support the smooth running of the catering services, covering sickness and annual leave when required.

3. To ensure all cleaning and chemical fluids are stored appropriately and in line with COSHH guidelines.
4. To comply with the Authority's Health and Safety guidelines / procedures inclusive of the establishment's food safety management systems.
5. To keep up to date and accurate recordings in relation to temperature control as instructed by the Cook.
6. To undertake mandatory training relevant to the post and any other training considered necessary.
7. To observe any requirements outlined by Blaenau Gwent Caterings quality procedures.
8. To ensure confidentiality and compliance with all relevant codes of practice including data protection, access to information.
9. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
10. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice and promote diversity in the workplace.
11. Work flexibly across the service to ensure effective delivery of the agreed work programme and meet changing service requirements and to cover in the absence of colleagues and undertake any other duties as directed by the Head of Social Services.

Person Specification – Kitchen Assistant

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	App. Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
Basic Food Hygiene level 2	Essential	✓	✓		
Previous experience in a catering field.	Desirable	✓	✓		
Other experience					
Working within a team.	Essential	✓			
Accurate recording skills	Essential	✓	✓		
Knowledge/Skills					
Knowledge of Kitchen Hygiene and Health and Safety Procedures	Essential	✓			
Creativity in food presentation.	Essential	✓	✓		
Using one's own initiative.	Essential	✓	✓		
Good customer service skills	Essential	✓	✓		
Good Communication skills	Essential	✓	✓		
Knowledge/understanding of Confidentiality.	Essential	✓	✓		
Awareness of Adult Protection	Desirable	✓	✓		
2. Special Requirements					
Flexible in working across the wider Community Options Catering Facilities.	Essential	✓			
Full driving licence	Desirable	✓			

3. 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	✓	✓		
Welsh language skills are essential, and candidates should either possess the relevant skills or be prepared to learn them when appointed to the post (levels 1-3).	Essential				
Welsh language skills are essential (levels 4 and 5).	Essential				

	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.

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.

		Assessment Method			
Topic	Competencies	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	✓			✓
	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				✓
	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	✓			✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent	✓			✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	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	✓			✓

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				✓
	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				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓