Craven college

Unlocking potential, changing lives

Job Title	Catering Assistant
Location	Skipton, multi site
Rate of pay	Craven College Harmonised Scale
Post No	B285A

JOB PURPOSE

To provide an efficient retail and catering service in order to maximise sales opportunities and customer service.

Craven College aspires to be a leading college in digital education, and all business support staff are expected to possess the digital competencies relevant to their role. Staff are required to undertake continuing professional development to ensure their digital skills are up-to-date and aligned with the efficient and effective delivery of college services.

KEY RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College.

- To work on a flexible basis as part of a team, supporting all areas of the Catering & Retail Service in line with the needs of the College;
- To participate in the day-to-day running of the catering and retail services, offering a high level of customer service;
- To offer an efficient catering service including preparation, presentation and sale of food and beverage items, and receipt of cash: to maximise sales and customer service;
- To operate the till and handle cash, credit / debit cards in line with College procedures;
- To assist the Catering Supervisor in changing displays to maximise sales opportunities;
- To receive deliveries, unpack, stock shelves, store and assist the Head Chef to maintain adequate stock levels and stock rotation in line with Craven College Food Safety Policy and Statement;
- To assist the Catering Supervisor and the Head Chef with regular stock takes, sales analysis and promotions as requested;
- To maintain the kitchen/dining area to a clean, tidy and hygienic standard in line with Health and Safety regulations;
- To be vigilant at all times, taking all necessary steps to maximise the security of stock and monies; reporting discrepancies and concerns to the Catering Supervisor;

- To report any Health & Safety defects/faults to the Head Chef/Catering & Retail Services Supervisor;
- To work on a flexible basis as part of a team, supporting other areas of Catering Service in line with the needs of the College;
- To liaise effectively with the Catering Supervisor and the Head Chef, ensuring any issues concerning customer satisfaction are reported to the Catering Supervisor immediately;
- To support the provision of in-house hospitality in line with the needs of the College;
- To assist the Catering Supervisor with the input of data into the Epos system and assist with the processing of invoices and other back-office duties as required;
- You will be expected to be fully conversant with the College's range of equality and diversity and safeguarding policies and procedures, to ensure the health, safety and welfare of all learners and staff;
- To participate in the Craven College appraisal scheme and undertake staff development in line with the needs of the College;
- Any other duties commensurate with grade and status that may reasonably be expected.

This job description and person specification is current at the date of issue. Changing organisational needs may require the job description to change, within reason, after prior consultation with the post holder.

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PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

Essential Requirements

- Qualified to Level 2 (GCSE Grade A*-C or equivalent) in English and Maths (or willing to work towards completion within a specified time frame).
- Relevant professional Catering qualification e.g. NVQ level 1 in Catering & Food Hygiene Certificate;
- Previous basic food preparation/catering service/retail experience;
- Good understanding of customer service and the ability to achieve a high level of customer satisfaction at all times;
- Excellent interpersonal skills with the ability to relate to students, staff and members of the public;
- Good work ethic with a “can do” approach;
- Have excellent personal presentation and hygiene;
- Ability to work flexibly to meet the needs of the College;
- Be honest, reliable and trustworthy;
- Willingness and ability to work effectively as a team member;
- Be able to work on own initiative without supervision;
- Cash handling experience;
- Good numeracy skills;
- Good work ethic with a “can do” approach;
- Ability to effectively use digital tools and platforms. Staff are required to undertake continuing professional development to ensure their digital skills are up-to-date and aligned with the efficient and effective delivery of college services or willing to work towards.

Desirable Requirements

- Experience of sales promotions;
- Appreciation of the needs of people with learning difficulties and / or disabilities;
- Experience of Epos till Systems;
- Computer literate with the ability to input data and use excel spreadsheets

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CONDITIONS

A full enhanced disclosure check via the Disclosure & Barring Service will be required for this post

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VISION, MISSION AND VALUES

Vision: To be exceptional in everything that we do
Mission: Proudly serving our communities by delivering high quality education and training
Strapline: Unlocking potential, changing lives Unlocking potential

Values:

We are 'One College, One Team' working together in a respectful and considerate way to achieve our Vision and Mission

Our core values underpin our conduct and our decision-making

1.0 We are ambitious for our students and staff, striving for excellence in all we do
2.0 We act with integrity and build trust through respectful, consistent, transparent and ethical behaviours
3.0 We take responsibility and ownership for our actions and decisions. We hold ourselves and each other to account
4.0 We value professional curiosity and creativity seeking out new knowledge, ideas and embracing change to drive our progress

If you have not heard from us within 28 days of the closing date on this occasion you have not been shortlisted. Please feel free to apply for future roles as appropriate.

If you experience any difficulties in accessing any employment information or completing the College application form, please contact Human Resources HR@craven-college.ac.uk