

# Catering Assistant

## Role Profile/Job Description

### Role Title:

**Catering Assistant (Predominantly based at Canolfan Cyfarthfa, but peripatetically across Wellbeing@Merthyr venues, in line with customer demand and seasonal response)**

### Responsible To:

Catering Manager

### Hours:

20 Hours per week

### Salary:

TBC

### Primary Purpose:

The Catering Assistant will be responsible for supporting the delivering an efficient, knowledgeable and friendly customer experience in all areas of commercial delivery at Canolfan Cyfarthfa, situated in the grounds of Cyfarthfa Park. The successful candidate will be responsible for food preparation, service of food products, cleaning, and dealing with payments.

The Catering Assistant will be self-motivated, with excellent knowledge of food/beverage products, food safety, and health & safety procedures. They will have demonstrably exemplary customer care, as well as knowledge and experience of service.

### Specialist Accountabilities:

(broad parameters)

1. Demonstrate excellent food safety and health & safety knowledge - ensuring that Wellbeing@Merthyr excels in its legal obligations associated with current legislation and due diligence - and ensuring responsibility for themselves and others as part of the kitchen brigade;
2. Demonstrable understanding of Natasha's Law (October 2021) in relation to the publishing of allergens for customers;
3. To ensure customers in all areas of operation are dealt with in a courteous and efficient manner;
4. To play a key role in preparation and service of food products as directed;
5. Follow standard operating procedures, menu specifications and ingredient lists;
6. To assist in the receipt of deliveries in a timely and accurate manner, reporting any discrepancies to the Catering Manager or available member of the management team;
7. To ensure all food service and delivery to customers looks attractive, and have high levels of cleanliness;
8. Demonstrate great attention to detail in areas of food production, service, teamwork and kitchen management;
9. Acknowledge and act upon individual guest needs whilst observing standards aligned to the Food & Beverage standard operating procedures, taking full ownership of the events and shifts allocated;
10. To ensure customer signatures are sought and acquired when necessary;

11. To be responsible for the taking of payments and float, ensuring that cash handling complies with Wellbeing@Merthyr procedures;
12. To preserve excellent levels of both internal and external customer service, and promoting food offerings, maximising sales opportunities by upselling whenever possible;
13. To understand the local catering marketplace, and to help the team with new ideas to enhance the customer experience and keep Wellbeing@Merthyr ahead of any competition;
14. To undertake training and personal development opportunities whenever they present themselves - and where Wellbeing@Merthyr requires - for the effective performance of the role;
15. Assist guests where applicable in food and beverage selection and have a full knowledge of all products available at Wellbeing@Merthyr catering outlets;
16. To be committed to Wellbeing@Merthyr's values, to demonstrate them, and to act as a role model for the organisation at all times;
17. Ensure that the production of products in the kitchen complies with all necessary legislation, including labelling and food in transit;
18. Ensure understanding of Wellbeing@Merthyr's theft policy, and that all discounted sales are correctly recorded on the EPOS system;
19. Ensure the overall Customer food & beverage experience and retail standards are upheld at all times;
20. Perform tasks as directed by your Line Manager.

**Generic  
Accountabilities:  
(broad parameters)**

1. To deliver excellent customer service, in line with the vision of Wellbeing@Merthyr and its clients;
2. Provide two-way communication and take/demonstrate ownership in all areas of their work and working environment at all times;
3. Reporting punctually for duty and maintaining high personal standards in relation to a clean/tidy uniform and personal appearance, both individually and of the team;
4. To work peripatetically across any of Wellbeing@Merthyr venues in line with customer demand and on the request of the Catering Manager;
5. To assist the team in the delivery of customer needs, in line with the nature of the business as outlined in the standard operating procedures;
6. Ensure the working environment is safe, reporting any maintenance/health & safety issues/hazards to the Catering Manager;
7. To take responsibility for health & safety, both personally and for others;
8. Adhere to Wellbeing@Merthyr's regulations on Health & Safety at Work, Food Safety, Fire, Licensing Law, the Sales of Goods Act, and Trading Standards;
9. To work within the guidelines of the Fire Regulations, Licensing Law, the Sales of Goods Act and Trading Standards;
10. As a term of employment, the post holder may be required to undertake such other duties and/or times of work as may be reasonably be required, commensurate with the grade or general level of responsibility within Wellbeing@Merthyr;
11. To record all high-risk food temperatures both on delivery and prior to service;
12. To ensure the correct use of materials and equipment at all times, and to ensure that work areas are kept clean and tidy;

13. To undertake routine and regular cleaning of all work surfaces, equipment, storerooms and ancillary areas;
14. To assist in the set-up and pack-down at events, according to procedures, on a daily basis and as required;
15. To undertake deep-cleaning activities regularly and as directed by the Catering Manager;
16. To ensure that confidentiality is maintained at all times;
17. To receive orders from customers, and prepare/serve the orders promptly and pleasantly;
18. To be an active and supportive team member, contributing in a constructive manner and treating all Wellbeing@Merthyr staff and customers with fairness and courtesy;
19. Ensuring that food and drink served to customers is of a consistently high standard and is well presented;
20. To actively promote the use of the Welsh language;
21. To actively promote Wellbeing@Merthyr's core values and principles;
22. Undertake all duties with due regard to Wellbeing@Merthyr's equalities policy and relevant legislation;
23. Undertake all duties with due regard to Wellbeing@Merthyr's core values and principles;
24. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with the post and, as a term of your employment, you may be required to undertake various other duties as may reasonably be required;
25. Wellbeing@Merthyr reserves the right to update the job description as required, to reflect changes to the role;
26. To perform any other reasonable instruction.

### Success Measures:

- Levels of Customer Service;
- Success against PDR and annual objectives;
- Staff/customer satisfaction & feedback;
- Internal feedback mechanisms.

**This role profile sets out the main duties and parameters of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. There will therefore be other duties and requirements associated with your role and in additions as a term of your employment you may be required to undertake various other duties as may reasonably be required. Such variations are a common occurrence and cannot by themselves justify a reconsideration of the post.**



## Catering Assistant

*What we're looking for (Person Specification)*

When preparing your written application, you will need to provide evidence against the criteria below, either in a work or personal situation. You may wish to use the STAR model (briefly explain the Situation; the Tasks and Actions you were required to take; and the Results for you, the customer and the organisation).

## A. Knowledge and Experience

No	Quality	Criteria	Measured
1.	Proven food and beverage experience including at least a Level 2 Food Hygiene qualification	Essential	Application
2.	Previous experience of working in a catering environment	Essential	Application and Interview
3.	Ability to work across numerous sites and venues, ensuring a consistency in approach in the service delivery at all venues, when required by Wellbeing@Merthyr	Essential	Application and Interview
4.	Knowledge of Natasha's Law (October 2021); Allergen, HACCP and COSHH regulations; and the Food Safety Management System.	Essential	Interview
5.	Experience gained within a customer facing environment; including Food & Beverage (Café, Conferencing/Banqueting, Bar/Hospitality Industry, etc.)	Essential	Application and Interview
6.	Keen interest in food, with good knowledge of the local marketplace	Essential	Application
7.	Experience in food preparation, in both a catering and event-based environment		Application and Interview
8.	Keen knowledge of health & safety/environmental health issues	Essential	Application
9.	Ability to work under pressure, to strict deadlines, without compromising on quality and passion of exemplar service delivery	Essential	Interview
10.	Ability to work as part of a team	Essential	Interview

## B. Skills and Abilities

No	Quality	Criteria	Measured
1	Up to date with food & beverage trends and best practices	Essential	Application
2	Ability to confidently deal with customers at all levels, demonstrating concise and effective verbal skills	Essential	Application and Interview
3	Very strong personal integrity and commitment to upholding the highest professional standards. Is trusting, honest and open, with the ability to take ownership of problems; self-motivated	Essential	Application and Interview
4.	To deal with customers and their comments/queries/concerns with tact and sensitivity - personal passion making a difference - demonstrating commitment to making Wellbeing @ Merthyr better, and their role in doing this.	Essential	Application and Interview
5.	A commitment to the aims, values and future of Merthyr Tydfil through the work of the Trust, in partnership with the Council and all stakeholders	Desirable	Application
6.	Accurate cash handling/reconciliation	Essential	Application

## C. Values

No	Quality	Criteria	Measured
1	An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation	Essential	Application and Interview
2	A team player, committed to working across teams, showing integrity	Essential	Application and Interview
3	Committed to providing service excellence	Essential	Application and Interview
4	Undertakes continual professional development	Essential	Application
5.	Driven by results, having a positive can-do attitude	Essential	Application and Interview

6.	Strong communication skills, both written and verbal	Essential	Application
7.	A flexible approach to tasks and workload, showing care towards our communities	Essential	Interview
8.	Demonstrates trust, openness and respect in dealing with people	Essential	Interview
9.	Ambition to progress	Essential	Interview
10	Confident and able to suggest innovative ideas to improve customer experience	Essential	Interview
11	Exemplary attention to detail; takes demonstrable pride in their work	Essential	Application and Interview
12	Takes responsibility for own actions	Essential	Interview
13	Acknowledges other points of view and is willing to embrace change	Essential	Interview

## D. Other Requirements

No	Quality	Criteria	Measured
1.	Evidence of an understanding of food service & alcohol sales	Essential	Application
2.	Working knowledge of various computer software programs ( <i>i.e. Microsoft Word, Excel, restaurant management software, POS</i> )	Essential	Application
3.	Commitment to personal professional development, seeking training/development opportunities and willing to attend training programmes when requested to do so	Essential	Application
4.	Commitment to high quality service delivery	Essential	Application
5.	Able to work unsociable hours	Essential	Application
6.	Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends	Essential	Application

## E. Qualifications

No	Quality	Criteria	Measured
1.	Food Safety Certificate (Level 2 minimum)	Essential	Application
2.	Full UK driving licence or ability to travel to any Wellbeing@Merthyr venue (at times on short-notice)	Essential	Application

## F. Welsh Language

No	Quality	Criteria	Measured
1.	The ability to speak Welsh	Desirable	Application
2.	The ability to listen to and understand conversations in Welsh	Desirable	Application
3.	The ability to write in Welsh	Desirable	Application
4.	The ability to read Welsh	Desirable	Application