

Evaluation Date	
Grade	

JOB DESCRIPTION

Job Title:	Catering Assistant	Reports to:	Catering Team Leader
Department:	Catering	Location:	EICA
Work Pattern:	Shift work	Contract Status:	Permanent

BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

You are expected to serve customers in the café, assist with simple food preparation, replenish vending machines, operate tills and maintain a high standards of hygiene to ensure the delivery of excellent customer service. Working patterns will reflect the needs of the business and will include regular weekend shifts.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Prepare a range of simple meals, hot & cold drinks and serve all customers in an efficient friendly and helpful manner	50%
2. Maintain a clean and welcoming environment for your customers, clearing down tables, recycling food items and	20%

disposables, and ensure overall cleanliness of the kitchen and café area.	
3. Participate in regular staff training as required to ensure your skills and knowledge are up to date	10%
4. Replenish and monitor stock items including vending, and consumables	10%
5. Provide catering support at events such as birthday parties	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	nil
Salary bill for all staff reporting:	nil
Responsibility for finance and level of financial control:	Handling cash and card transactions at point of sale
Responsibility for Physical Resource:	Use of food & beverage preparation equipment e.g. coffee machines, vending machines
Responsibility for Data and Information:	You may be required to conduct health and safety checks in line with food handling and storage guidelines and ensure accurate records are maintained

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> You'll be required to make and take decisions in line with agreed standards of working, however training will be provided to ensure you have the knowledge and skills to do the job. You should be able to respond to and resolve customer enquiries, complaints and comments – in person where possible – and ensure that any outcomes are shared and know when to refer the enquiry to your Manager.

Communication & Representing The Organisation
<ul style="list-style-type: none"> Ensure that you deliver high quality products with consistently high customer service and catering standards with a focus on continual improvement. Monitor the quality of the food & beverage offering to ensure consistent delivery in order to satisfy customers. Talk to customers to gather feedback in order to improve our catering product offering or service level, highlight any potential development opportunities to your supervisor. You may be required to deal with catering suppliers by telephone, email or in person. Conduct stock checks and keep accurate written records as required

Safeguarding Our Customers	
	<ul style="list-style-type: none"> • Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard. • Ensure the catering services provided meet with the appropriate legislation, licensing and in line with the Food Safety (Scotland) Regulations 2006 • Ensure that EL's Health and Safety Policy is implemented and that all Health and Safety legislation and guidelines are adhered to, in particular Food Hygiene • Ensure you and your team understand and fulfil their roles (following training) in: <ul style="list-style-type: none"> ○ Edinburgh Leisure's Health and Safety policy ○ Edinburgh Leisure's Child Protection policy ○ Emergency Action Plan (EAP) ○ Normal Operating Plan (NOP)

Problem Solving	
	<ul style="list-style-type: none"> • Resolve problems directly whenever possible without relying on others to make decisions for you • Gathers and analyses all relevant information when problem solving and take action in a timely manner • The café will often have very busy peak operating times you'll need to balance conflicting demands and respond to changes in priorities to identify what gets done and when.

Impact On Organization	
	<ul style="list-style-type: none"> • It is imperative that our customers experience great customer service through the delivery of great food in a great environment served by happy staff. You should present yourself and catering facilities within the facility to a high standard of appearance, cleanliness and hygiene.

JOB DEMANDS	
Physical	A reasonable level of personal fitness is required to carry out this role as you will spend a lot of time on your feet serving your customers and keeping the café clean and tidy. You may also be required to handle deliveries therefore some lifting and carrying is required.
Mental	This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will need to be able to respond quickly and effectively throughout your shift.
Emotional	The vast majority of our staff and customers are happy to be there and a delight to deal with. There may however be occasions when you will have to respond to more challenging situations in a calm and professional manner.
Environmental	You will be expected to be in and around the venue interacting with people, to work as part of the venue team and assist in tasks such as set-up and cleaning. You will be operating within a hot kitchen at times.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	<p>For this role, you will be expected to hold the following qualifications:</p> <ul style="list-style-type: none">• REHIS Elementary Food Hygiene essential for the post (or must be willing to work towards this during probationary period)	<p>You will be expected to gain the following qualifications while in the role:</p> <ul style="list-style-type: none">• First Aid at Work• Maintain Food Hygiene qualifications
Knowledge and Experience:	<ul style="list-style-type: none">• Experience in a customer service environment• The ability to count accurately, operate tills, reconciliation and preparation of daily banking	<ul style="list-style-type: none">• Catering skills – basic food preparation and food assembly to comply with Food Safety & HACPP , prepare hot & cold drinks, service vending machines, stock management & merchandising, receiving of stock and storage
Additional Requirements (e.g. competencies):		

DISCLOSURE/PVG REQUIREMENTS**Basic Disclosure**

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed

Date