

Evaluation Date	
Grade	<b>11</b>

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Senior Catering Assistant</b>	<b>Reports to:</b>	<b>Manager, Gracemount Leisure Centre</b>
<b>Department:</b>	<b>Catering</b>	<b>Location:</b>	<b>Gracemount Leisure Centre</b>
<b>Work Pattern:</b>	<b>Shift work</b>	<b>Contract Status:</b>	<b>Permanent</b>

### 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 will lead and work with your team to ensure the day to day delivery of excellent customer service. You will have responsibility for the stocking and operation of vending machines. You will be responsible for setting standards and ensuring that they are delivered over the service, building relationships with our customers, responding to enquiries and leading the team to achieve the same. Working patterns will reflect the needs of the business and will include regular Saturday morning shifts.

### KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Ensure that you and your team deliver a high standard of food and beverage service in line with H & S requirements and compliance with food safety regulations	50%
	20%

2. Ensure all records relating to food safety, temperature monitoring systems are recorded accurately and are available for review.	10%
3. Lead and line manage Catering Assistant carrying out duties such as return to work interviews, performance appraisals and recruitment and selection	10%
4. Consult with your customers to seek feedback in order to improve the catering service level and provide regular updates to the venue manager along with details of potential development opportunities and financial operation.	10%
5. Build relationships with catering suppliers and manage stock ordering processes effectively to ensure optimal stock levels are maintained to ensure minimal wastage.	

<b>RESPONSIBILITY FOR RESOURCES</b>	
<b>Responsibility for staff:</b>	Catering Assistant
<b>Salary bill for all staff reporting:</b>	Tbc
<b>Responsibility for finance and level of financial control:</b>	Complete financial, cash handling, stock rotation and stock control procedures, completing checks and paperwork as necessary.
<b>Responsibility for Physical Resource:</b>	Use of food & beverage preparation equipment. Responsible for ordering food beverage and disposables.
<b>Responsibility for Data and Information:</b>	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**

<b>Authorities &amp; Limitations</b>
<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Reporting to venue Manager you will have input into the design and menus of the cafe service provided.</li> </ul>

<b>Communication &amp; Representing The Organisation</b>
<ul style="list-style-type: none"> <li>Ensure that you and your staff deliver high quality products with consistently high customer service and catering standards with a focus on continual improvement.</li> </ul>

- 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 Manager.
- Maintain regular communication with catering suppliers by telephone, email or in person.
- Conduct stock checks and keep accurate written H&S records as required and ensure the kitchen meets all food safety and hygiene standards. Be able to provide accurate information during inspections from (EHO) environmental health officer.
- Compile end of shift reports, performance reports and incident reports for the venue Manager.

### **Safeguarding Our Customers**

- 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:
  - Edinburgh Leisure's Health and Safety policy
  - Edinburgh Leisure's Child Protection policy
  - Emergency Action Plan (EAP)
  - Normal Operating Plan (NOP)

### **Problem Solving**

- 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**

- 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.

<b>JOB DEMANDS</b>	
<b>Physical</b>	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 food and beverages as well as keeping the food preparation area clean and tidy. You may also be required to handle deliveries therefore some lifting and carrying is required.
<b>Mental</b>	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.
<b>Emotional</b>	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.
<b>Environmental</b>	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.

## **PERSON SPECIFICATION**

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

<b>Additional Requirements (e.g. competencies):</b>	<ul style="list-style-type: none"> <li>• Ability to use MS Office</li> </ul>	
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<b>DISCLOSURE/PVG REQUIREMENTS</b>
<b>Basic Disclosure</b>

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

**Signed .....**      **Date .....**