HARROGATE COLLEGE | Keighley College | LEEDS CITY COLLEGE | LEEDS CONSERVATOIRE | Leeds Sixth Form College | Pudsey Sixth Form College | University Centre Leeds

Luminate EDUCATION GROUP

Job Description

Group Member:		Luminate Education Group	
Job Title:		Food Service Assistant	
Reports to:		Senior Chef Manager	
Job Grade	RLW	**Department**	Food Services

ROLE SUMMARY:
To work closely with the Chef Manager to manage the student café service to a high standard, assist in preparation of food and snacks, deliver excellent customer service, and keep the kitchen and restaurant areas clean and tidy at all times.

SPECIFIC ROLE RESPONSIBILITIES:

1. To ensure the customers are given a prompt and efficient service and expectations are consistently exceeded.
2. To project a willing and helpful attitude to customers at all times, seek appropriate knowledge of food items, and keep service areas clean and fully stocked.
3. To assist the Chef Manager in food preparation.
4. Stock & clean vending machines.
5. Use of an EPOS till.
6. To maintain the highest levels of cleanliness and hygiene in all areas of the café and cooking areas, including washing up and cleaning of equipment.
7. To ensure food safety requirements are adhered to at all times and all due diligence records are completed accurately.
8. Be prepared to work within any of the Colleges outlets.
9. Any other duties commensurate with the level of the post, which may be required from time to time.
10. Responsible for safeguarding and promoting the welfare of children, young people and vulnerable adults.
11. Any other duties commensurate with the level of the post, which may be required from time to time.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote relational practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the group's values:

Kindness
Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership
Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment
Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative
Proactively seeking opportunities to create synergies and positive outcomes for all

Passion
Encouraging all to have aspiration and passion in everything they do.

Creative
Always hungry to learn and looking ahead so we can be responsive

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Person Specification

Job Title:	Food Service Assistant
Department	Retail Operations

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
D	**Q1.** English and Mathematics at level 2 or above	A/C
E	**Q3.** Basic Food Hygiene certificate	A/C
D	**Q4.** Specialist qualifications that may support application	A/C
Experience and Knowledge		

Essential (E) Desirable (D)	Criteria	Method of assessment
E	**EK1.** Relevant up to date knowledge of catering and hospitality	I
E	**EK2.** Experience of working in a fast-paced environment	A/I
D	**EK3.** Experience of working within a refectory / canteen facility	A/I
E	**EK4.** Ability to follow food hygiene systems and monitor due diligence records	I
E	**EK5.** Experience in using a till and dealing with cash and credit cards	A/I
E	**EK6.** Ability to use own initiative and create opportunities for upselling products	A/I
E	**EK7.** Ability to communicate effectively with team members and customers	A/I
Skills and Competencies		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	**SC1. Professional and Technical Knowledge** Has full command and use of relevant professional / technical knowledge and job-related knowledge and skills.	I
E	**SC2. Interpersonal and Communication skills.** Relates effectively to others, both one to one and in teams, able to manage a team	I

E	**SC3. Customer service skills** Able to effectively and positively deal with customers and increase sales through effective retailing.	I
E	**SC4. Critical Thinking** Ability to make sense of complex issues, identify and solve problems and to think on one's feet.	I
E	**SC5. Self-management and learning** Ability to maintain appropriately directed energy and stamina, to exercise self-control and to learn new behaviours	I
E	**SC6. Enduring Resilience** Continually exuding optimism and a 'can do' attitude	I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I