

Job Description

Job Title:	Food Service Assistant
Location:	Luminate Education Group
Salary:	LC2
Reports to:	Catering & Bar Manager
Staff responsibilities:	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.
Working hours:	Various shift patterns and contracts
Probation period:	6 Months subject to periodic reviews
Safeguarding:	All posts are subject to an enhanced Disclosure and Barring Service check.
Date of compilation:	June 2022

CORE RESPONSIBILITIES:

To work closely with the Catering & Bar 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.

DEPARTMENTAL 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 work within the kitchen area preparing light dishes such as wraps, paninis and salads etc.
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.

GROUP/COLLEGE RESPONSIBILITIES:

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 and to participate in review and development schemes.

Comply with group safeguarding procedures, including the promotion of the welfare of children and vulnerable adults studying at the college and commitment to the college child protection policy.

Comply with all policies and procedures

Reflect on and maintain knowledge of educational/professional research to develop evidence-based practice

Act with honesty and integrity to maintain high standards of ethics and professional standards.

Manage and promote restorative practice approaches and the strengthening of relationships.

Comply with all legislative and regulatory requirements.

Promote a positive image of Luminate Education Group.

Embody the values:

- Aspirational with heart
- Down to earth with huge ambition
- High performing with soul
- Everyone together, while championing the individual

Any other duties commensurate with the level of the post, which may be required from time to time.

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 & 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 & 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 & 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 & Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Support and promotion of equality, diversity and inclusion	I
E	Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	Commitment to the PREVENT agenda	I
E	Commitment to professional standards	I
E	Commitment to restorative practice approaches	I

