

## Outdoor Education Service



Telford & Wrekin  
COUNCIL

### Job Description: Catering Assistant Arthog Wales

Scale 1

#### **Job Purpose**

The Post Holder (PH) assists with the production of meals and associated areas ensuring an efficient operation, compliant with Food Safety regulations and an enjoyable social dining environment.

This is a residential centre of 110+ beds across the estuary from Barmouth in Mid-Wales. It offers 'peak experiences' / 'life changing' outdoor education residential experiences in the mountains, rivers and coastal environments around the Centre. The offer is also extended through expeditions in the wider UK and abroad.

The PH will work closely with the Catering Manager and Catering Supervisor.

#### **Major Tasks**

1. Assist with the Catering operation in designated unit including the production and serving of meals.
2. Assist with general kitchen and dining room duties including washing up and cleaning kitchen equipment, floors and wall, during and after service.
3. Ensuring the kitchen is compliant with all Food Hygiene and Health and Safety legislation
4. Ensuring tasks are carried out in line with Food Hygiene and Health and Safety legislation
5. Assist to set up dining room, tables, and service trolleys. Then clean and tidy dining room after service
6. Ensure the safe storage of food provisions and temperature checks are recorded
7. Attend training Courses
8. Ordering and receiving provisions and materials for production of meals in line under the direct supervision of the Catering Manager and in line with Council policies.
9. Deputise for the Catering Manager and/or Supervisor during their absence from Centre including completion of records, time sheets, meal production information, food wastage, production cost, stock takes, weekly returns information when appropriate
10. Adhere to all policy and procedures and raise awareness of required actions with non-catering staff and with visitors if necessary.
11. Support the Centre Tuck Shop operation.

### **Contacts**

Primary contact will be between the PH and the catering Manager who is responsible for safe, quality and efficient catering which can be enjoyed in a social dining environment. Significant contact will be between the PH and the customers during a residential visit.

Close working relationships will be needed between the PH and the Catering Supervisor and other Catering Assistants

Regular contact with all Arthog Wales Staff in the delivery of routine Centre duties.

Essential requirement to liaise with suppliers' delivery staff.

### **Creative Work**

Encourage pupils to try new food and have a healthy diet

Developing and promoting service in conjunction with the Catering Team

### **Decisions made**

Prioritising and agreeing allocation of tasks with the remit of the role.

### **Supervisory responsibility**

The post holder will not have any Supervisory duties

### **Supervision received**

The PH will be managed by the Catering Manager, there will also be support and supervision from the Catering Supervisor.

### **Complexity**

The post holder must be able to demonstrate good Meal Production skills.

Ability to work in a busy environment.

Ensure kitchen meets Environmental Health requirements and comply with Food Safety Legislation.

Provide quality customer service.

### **Education and Experience**

The PH will have a good standard of education and NVQ Level 1 – Food Preparation or equivalent in terms of qualification and experience.

The PH will have to have sufficient experience to carry out catering tasks at the Centre.

They will need a practical working knowledge of hygiene and domestic safety legislation and practice.

Training will be provided through Telford and Wrekin Council to support catering work and

presentation in a residential outdoor education setting.

Experience of taking on genuine responsibility for health and safety is required. Also a high level of collegiate service is essential.

### **Allowances**

*To be read in conjunction with Telford and Wrekin Council's Written Statement of Particulars of Employment [Employment Rights Act 1996]*

### **Flexible working**

To meet the needs of the Service and its customers, a flexible approach to working is required and in line with a 24 hour residential operation.

The Service operates over seven days a week and as such staff are required to work evenings and weekends, as part of their normal working week, for which no enhanced rates of pay will be paid.

As the Service has seasonal variations in its activity and occupancy, so staffing needs to be flexible to meet these booking patterns.

Hours of work will be managed over a 4-week period, through a local flexi time system and up to one working week (pro rata), credit or debit will be able to be carried over into the next accounting period.

Working time and/or time off in lieu is to be agreed in advance unless in an emergency or extenuating circumstance (in such circumstances agreement must be sought at the earliest reasonable opportunity) and a formal record is to be kept.

Overtime will no longer normally be paid as employees will be expected to manage their time over a four week period to take back hours accrued in accordance with business need, the terms of the local flexi time scheme and agreed Centre staffing rotas.

### **On call arrangements**

- Receiving a telephone call will be paid at a minimum of 1 hour (pro rata thereafter) based on the employee's hourly rate.
- Attending a call out will be paid at a minimum of 2 hours (pro rata thereafter) based on the employee's hourly rate. As this will be an additional journey travel expenses will be paid.
- These payments are eligible for enhanced payments up to an including employees on Scale 6, employees on S01 and above are not eligible for paid overtime and as such will be entitled to time off in lieu.

### **Annual leave and Bank Holidays**

Telford & Wrekin Annual leave and Bank Holidays (pro rata for part time working) arrangements are detailed within employees Statement of Particulars.

### **Meals**

At Arthog Wales where there is a catering facility, meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

**Expeditions**

Expedition evenings and overnight camps are specifically remunerated at plain time as follows;

- Evening of activities and direct supervision followed by overnight camp including early breakfast supervision = 7.4 hours additional pay
- Overnight camp but remote supervision during evening and night e.g. DofE Qualifiers = 3.7 hours additional pay
- Meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

These payments are in addition to the daytime working hours which are part of the 4-week flexible working period.

All post holders are eligible for casual car user allowance.

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> <li>• Good Standard of Education , Catering Experience</li> <li>• NVQ Level 1 – Food Preparation or equivalent in terms of qualification and experience</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Some knowledge of operational Catering ,</li> <li>• You must adhere to all Health &amp; Safety policies and procedures and bring to the immediate attention of your line manager any activity/occurrence which may prove a danger to either yourself or others</li> <li>• Awareness and understanding of current legislation and guidelines relating to nutrition, food and hygiene, health and safety and COSHH</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• The ability to work in an organised manner</li> <li>• Ability to work under pressure</li> <li>• Good communication skills for working with catering team, Centre and visiting staff.</li> <li>• The ability to understand direct instruction from your Catering Supervisor or Team Leader</li> <li>• Flexible approach , willing to take on new ideas to improve the service to the customer</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Some experience of working in a similar role would be beneficial</li> <li>• Experience of food production</li> <li>• Food Safety knowledge</li> </ul>
Personal style and behaviours	<ul style="list-style-type: none"> <li>• Willingness to support continuous improvement linked to Service need and customer experience.</li> <li>• A commitment to the values of residential outdoor education</li> <li>• Personal qualities necessary for working ethically. Able to develop good relationships with others by behaving with integrity and treating people with respect.</li> <li>• Highly professional approach to colleagues, visiting staff and pupils.</li> <li>• Able to work independently, to self-motivate and self-organise.</li> <li>• Able to prioritise and work under pressure of conflicting demands.</li> </ul> <p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure members of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p>

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved

Type of criminal records checks required for this post	Tick as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	✓
Working with Adults – Regulated Activity	
Working with Children – Regulated Activity	

Information on types of criminal records checks is available at

<https://www.gov.uk/disclosure-barring-service-check>