**Catering Assistant Job Description and Person Specification**

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| **Location:** | Emmaus Cambridge |
| **Accountable to:** | Catering Manager |
| **Hours of work:** | Full time, 37.5pw, with option of part-time 22.5pw |
| **Days of work:** | 5 days over 7, including weekends |
| **Contract:** | Permanent |
| **Salary:** | £23,400 pa (FTE) |
| **Holiday:** | 25 days per calendar year (FTE) plus bank holidays |

Joan’s Coffee shop is a popular and well supported feature of the Emmaus Cambridge Community. We are known for our freshly prepared beautifully presented meals, snacks, coffees and a friendly and inclusive welcome.

**Purpose of the Role**

You will bring your experience and expertise to work alongside and a small team of companions, staff and volunteers.

You will be required to prepare fresh ingredients for meals and snacks to serve to the general public and in our companion kitchen.

You will support in the generation of funds to help sustain the coffee shop and subsequently the valuable work of Emmaus Cambridge.

**Main Duties and Responsibilities**

Reporting to the Catering Manager you will:

* Provide daily supervision to support companions and volunteers.
* Assist with basic food preparation activities, including washing, peeling and cutting vegetables.
* Prepare and cook of a variety of hot /cold dishes.
* Apply awareness of different dietary needs and controls to ensure compliance.
* Adhere to food hygiene regulations, maintain the highest standards of kitchen and café hygiene and cleanliness to retain our five-star rating.
* Ensure safe food storage, preparation and cooking.
* Support with management of stock, to minimise shortage of supplies and help with orders and stock inventory.
* Provide excellent customer service, answer customers’ questions and handling complaints related to catering, escalating to Catering Manager as required.
* Set up dining areas by arranging chairs, tables etc, according to the Catering Manager instructions and ensure a presentable, clean and inviting environment for the public and companions
* Help to unload food orders and catering supplies.
* Shared responsibility for cash handling.
* Shared responsibility with the wider catering team for the safe operation and cleaning of kitchen equipment.
* Assist with record keeping and reporting e.g. kitchen procedures, customer feedback.
* Adhere to policies and procedures.

**General**

Emmaus Cambridge works with vulnerable people who have either experienced homelessness or have been at risk of homelessness. The people we support are called companions and live on our site at Landbeach Cambridge.

The role is integral in helping companions find their purpose in life by providing a safe, secure home and crucial work experience across the multiple areas of the social enterprise. The work experience offer in our café and across our social enterprise provides structure and is a vital tool which enables companions to build confidence and develop new skills. Alongside donations and fundraising, the social enterprise generates funds to enable the work of Emmaus Cambridge to continue and support the many acts of solidarity which directly benefit peoples in the community.

The social enterprise trades from Wednesday to Sunday and requires seven day working to prepare for non-trading days. The catering assistant will join a team of three experienced catering staff working a rota pattern of five working days across seven typically with two non-working days together (part-time option available). The rota is produced on monthly basis. The successful candidate would benefit from experience in the hotel or catering industry or have appropriate transferrable skills. The nature of the work is varied and can be physical. Supervision is supportive and will involve leading by example and positive reinforcement of good practice.

As a small local charity it is essential that a good reputation is maintained, and this is supported by a selection of policies and procedures and excellent team involving volunteers, companions, colleagues and trustees. An appreciation for understanding professional boundaries is key as our work is undertaken is a location, which is a combination of residential and commercial.

Emmaus Cambridge is passionate about minimising food waste and we act in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently, optismising income where possible and minimising surplus.

As highlighted volunteers are a vital resource and make a valuable and essential contribution and supervision will extend to include encouragement, development and support of this important group.

This is a very exciting role and one which enables you to play a play in making a positive difference to the direction of another persons life. If you would like to find out more, we would encourage you to contact us to discuss this unique opportunity.

Any offer of employment will be subject to a satisfactory enhanced DBS disclosure.

**Catering Assistant**

**Person Specification**

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| **Essential** | **Desirable** |
| Education/Qualifications | |
| * Good general education including Maths and English to GCSE standard or equivalent | * Level 2 Award in Food Safety, Level 1 Certificate in General Cookery, Level 1 Award in Introduction to Employment in the Hospitality Industry, or or equivalent, including allergens and regulations awareness. * First Aid certificate * Health and Safety: fire safety, COSHH, manual handling, risk assessments, first aid |
| Experience | |
| * Multi-tasking in a varied and fast paced cafe or equivalent * Customer service role * Confident in cash handling * Evidence of working to budgets and managing food waste * Manual dexterity and good hand-eye coordination to prepare food properly | * Working with individuals who have experienced homelessness, substance misuse, mental health and issues associated with social exclusion, or in a charity |
| Skills | |
| * Excellent communicator * Nurturing and supportive approach to training * Effective listener * Good Team player * Calm and methodical approach to tasks * Effective organisation and time management. * Able to work effectively under pressure * Confident in applying initiative * Demonstrate a creative flair * Understanding of environmental sustainability |  |
| Attributes | |
| * Physically fit * Inclusive and non-judgemental * Resilient * Self-motivated and professional * Positive outlook * Empathetic and understanding of a wide range of needs and experiences. |  |
| Other | |
| * Holds a clean and full driving licence * Willing to undertake a DBS check |  |