**Catering Assistant Job Description and Person Specification**

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| **Location:** | Emmaus Cambridge |
| **Accountable to:** | Catering Manager |
| **Hours of work:** | Part-Time (15 or 22.5 hours per week) |
| **Days of work:** | A combination of days including at least one weekend shift per week |
| **Contract:** | Permanent |
| **Salary:** | £24,102 pro rata per annum (FTE) |
| **Holiday:** | 25 days plus bank holidays pro rata per calendar year (FTE) |

**Job Overview**

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, working alongside and supporting members of our community.

The Catering Assistant will work alongside a Senior Catering Assistant preparing high-quality food in a timely manner, following recipes and safety procedures. You will help ensure that the kitchen cleanliness and practices are to a very high standard to maintain 5-star food hygiene awards. You will take pride in ensuring quality and excellent presentation of food.

You will work alongside companions, the people the charity house and supports, and will be integral 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 work in either the Coffee Shop or within the community catering. This will include the following duties;

**Food Preparation & Cooking:**

* Prepare and cook a variety of menu items, including sandwiches, salads, pastries, breakfast items, and lunch offerings.
* Ensure the consistency and quality of food items, maintaining the coffee shop’s high standards.
* Working with the Catering Manager and Senior Catering Assistants contribute to the creation of new menu items or specials based on seasonal ingredients and customer preferences.
* Help to minimize food waste.

**Collaboration & Communication:**

* Work closely with colleagues, volunteers and companions to ensure a smooth operation and timely food delivery.
* Communicate effectively with team members to ensure customer satisfaction.
* Provide feedback to the support team to help with the progress of companions undertaking their role in the Coffee Shop or Companion kitchen to help develop their skills and knowledge

**Customer Satisfaction:**

* Ensure food presentation is appealing and consistent meeting with customer expectations
* With the support of the Senior Catering Assistant respond to customer feedback or special requests regarding food orders.
* Contribute to creating a welcoming and friendly environment in the coffee shop or companion kitchen.

**Kitchen Management including Health and Safety:**

* Adhere to food hygiene regulations, maintain the highest standards of kitchen and hygiene and cleanliness to retain our five-star rating.
* Support companions to undertake their roles in the Coffee Shop, including supporting companions to achieve agreed standards, providing guidance when required.
* Ensure all food is labelled, stored, rotated, handled, and prepared according to health and safety regulations.
* Record and have allergen information available on request.
* Working alongside the Senior Catering Assistant, regularly check kitchen equipment to ensure it is in good working condition, reporting any faults.
* With support of Senior Catering Assistant record the daily checks of opening and closing, fridge and food temperature records.
* Working alongside the Senior Catering Assistant ensure the Kitchen Porter, Till Operator and Food runner support with the completion of checks lists to a satisfactory standard.

**Scope**

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| Decision making level | Support with menu creation  Responsibility for adhering to kitchen management and health and safety requirements as per job description  Escalation of any issues to Senior Catering Assistant if required |
| Financial resources | Support with the generation of coffee shop income in line with approved budgets  Support with security around till float, banking of income, petty cash and credit card machine  No delegated authority for purchases/expenditure |
| Information and material resources | Stock, ingredients and kitchen equipment cleanliness  Support with till systems on occasion |
| People management | Work alongside companions and volunteers, offering support as required |

**General**

Emmaus Cambridge works with vulnerable people who have either experienced homelessness or have been at risk of homelessness. The people we support are known as 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 coffee shop 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 trading days. The catering assistant works within a team of up to five people 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 champion working in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently, optimising 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 part in making a positive difference to the direction of another person’s 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 equivalent, including allergens and regulations awareness. |
| Experience | |
| * Multi-tasking in a varied and fast paced cafe or equivalent * Customer service role | * Working with individuals who have experienced homelessness, substance misuse, mental health and issues associated with social exclusion, or in a charity |
| Skills | |
| * Good communicator * A keen learner * 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 * Understanding of environmental sustainability |  |
| Attributes | |
| * Appreciation for the demanding nature of working in a kitchen environment * Inclusive and non-judgemental * Resilient * Self-motivated and professional * Positive outlook * Empathetic and understanding of a wide range of needs and experiences. |  |
| Other | |
| * Willing to undertake a DBS check | * Holds a clean and full driving licence |