

Kent County Council

Job Description: *Catering Assistant*

Directorate: Growth, Environment and Transport

Unit/Section: Kent Country Parks

Grade: KSA

Responsible to: Catering Services Manager

Purpose of the Job:

To assist in the daily operation of the KCC Country Park café and any other associated catering outlets on site. Providing excellent customer service to visitors and customers.

Main duties and responsibilities:

- To prepare food for sale as directed
- To serve food and drink to customers
- To operate the till correctly and report any discrepancies
- To ensure the cleanliness of all areas of the café, or associated catering space, and equipment used. Including, but not limited to, clearing tables, sweeping and wiping down
- To restock shelves and fridges as required
- To assist with stock deliveries, storing and checking
- To report any defects with the equipment
- To present a smart, pleasant and helpful manner to the general public, ensuring excellent customer service is maintained at all times.
- To participate in any relevant training for the duties of this post as required
- To comply with standard employee Health & Safety at Work responsibilities, with the Council's Equal Opportunities policy and relevant Kent Country Parks policies and procedures.
- To carry out other associated duties as may be assigned by the Catering Supervisor or other senior members of the Catering or Visitor Services teams.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Catering Assistant*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to GCSE level Level 2 Hygiene certificate
EXPERIENCE	Previous customer service and/or catering experience. Previous experience of working with cash and till transactions
SKILLS AND ABILITIES	Ability to be flexible and use your own initiative Reliable, punctual and trustworthy with cash and other valuables. Ability to work in a team. Willing to help and assist colleagues to ensure smooth running of the café and visitor centre where applicable. Good communicator – able to answer basic enquiries from the public or find someone who can.
KNOWLEDGE	An understanding of Kent Country Parks and our customers. Food hygiene awareness Customer service
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>