

# Kent County Council

## Job Description: *Catering Assistant*

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**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*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level Level 2 Hygiene certificate
<b>EXPERIENCE</b>	Previous customer service and/or catering experience. Previous experience of working with cash and till transactions
<b>SKILLS AND ABILITIES</b>	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.
<b>KNOWLEDGE</b>	An understanding of Kent Country Parks and our customers. Food hygiene awareness Customer service
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>