

<b>Job Title:</b>	<b>Catering Assistant</b>	<b>Department:</b>	<b>Enterprises – Café</b>
<b>Reporting to:</b>	<b>Catering Manager</b>	<b>Pay:</b>	<b>NMW</b>
<b>Contract type:</b>	<b>Casual Hours</b>	<b>Location:</b>	<b>Exeter Cathedral</b>

<b>Job Description</b>
<b>Purpose of role:</b>
The key element of this role is to maintain a well-run and profitable catering business to help support the life and mission of the Cathedral.
<b>Key Accountabilities:</b>
<p>The Catering Assistant's main responsibilities are:-</p> <ul style="list-style-type: none"> <li>• Preparing and serving high quality food on a daily basis</li> <li>• Ensuring the highest standards of customer service at all times</li> <li>• Catering for on-site functions (Chapter House, Education Rooms)</li> <li>• Catering for in-house and Diocesan functions and events including the Bishop's Palace</li> <li>• Maintaining the highest standards of food hygiene and personal hygiene in all food preparation areas</li> <li>• Ensuring Health and Safety regulations are strictly observed</li> <li>• Fully understanding and complying with the Cathedral's portion control requirements ensuring control of portion costs and a high level of quality control</li> <li>• Unpacking food deliveries ensuring temperature control and stock rotation</li> <li>• Ensuring that all areas of the premises, and in particular the kitchens are cleaned to the highest standard</li> <li>• To provide an efficient and effective service to customers, understanding their needs and requirements, working to exceed these wherever possible</li> <li>• To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of effective team working</li> <li>• Deliver customer service in line with 'best practice'</li> <li>• Receiving cash into the till</li> <li>• Clearing and cleaning tables</li> <li>• Washing up crockery, cutlery, glasses and utensils</li> <li>• Cleaning other areas of the Café, kitchen and store as required</li> <li>• Maintaining good relations with customers, other staff and volunteers</li> </ul> <ul style="list-style-type: none"> <li>• Assisting with arrangements for special meals and other functions</li> <li>• Such other duties as may be necessary for the proper functioning of the Café, at the discretion of the Catering Manager</li> <li>• To maintain a good level of presentation</li> </ul>

<b>Background Information:</b>	
The Cathedral Café provides a daily food service for visitors to the Cathedral and local visitors. It also provides in-house catering and supports functions and events run by the Cathedral and by third parties.	
<b>Key Challenges:</b>	
<ul style="list-style-type: none"> <li>• Working in a small kitchen</li> <li>• A challenging economic environment</li> <li>• Considerable competition in the vicinity of the Cathedral</li> <li>• The listed nature of the building</li> <li>• A large and disparate site</li> <li>• Very busy periods, when the ability to work under pressure and prioritise will be fundamental</li> </ul>	
<b>Working Pattern:</b>	
The hours for this role are on a casual basis . Some flexibility to meet work demands may be required. Weekend and Bank Holiday working will be required.	
<b>Candidate Profile:</b>	
<b>Essential:</b>	
<ul style="list-style-type: none"> <li>• Good oral communication skills. Ability to communicate with both customers and colleagues at all levels of seniority and liaise effectively with other internal departments</li> <li>• Good interpersonal and customer facing skills, able to empathise, maintain professionalism, display patience and politeness within a sometimes pressurised environment</li> <li>• A conscientious, flexible and 'can do' working style</li> <li>• Confidence to deal with difficult situations and to know when appropriate to seek guidance from line manager</li> <li>• Good attention to detail</li> <li>• Good working knowledge of product/department area</li> <li>• Good team working skills and ability to work with minimal supervision</li> </ul>	
<b>Preferred:</b>	
<ul style="list-style-type: none"> <li>• Attainment of a GCSE English and Mathematics qualification to a minimum level grade C (or equivalent)</li> <li>• Previous experience of working in a catering environment</li> <li>• Working knowledge of till systems</li> <li>• Working knowledge of relevant Health &amp; Safety legislation</li> </ul>	
<b>Benefits:</b>	
<ul style="list-style-type: none"> <li>• The Cathedral will match up to 5% of your contribution to your pension plan (provided it is HMRC approved).</li> <li>• The Cathedral offers a Childcare Voucher Scheme.</li> <li>• Holiday entitlement – 29 days including Public Holidays per annum pro rata.</li> </ul>	

<b>Job holder name:</b>			
<b>Signature:</b>		<b>Date:</b>	