Job Description

Job Title: Casual Catering Assistant - Museums
Directorate: Housing and Customer Services
Section: Museums
Grade: Casual Level 3 Living Wage

Job Purpose

To provide front of house catering services to Museum visitors ensuring the highest levels of customer care and satisfaction are achieved.

Key Duties / Responsibilities

1. To deliver a welcoming and efficient catering service for the wide range of visitors to Museums.
2. To work as a team to achieve the highest possible standards of service, hygiene and safe working practices, bringing to the attention of line manager any concerns about Health and Safety and food hygiene without delay.
3. To provide an efficient and effective sales service to maximise the income generating potential of the Museum.
4. To carry out food preparation.
5. To present and serve meals and to transfer meals to dining areas as appropriate.
6. To set up and clear away service points.
7. To handle money received from sales in accordance with City Council Financial procedures.
8. To control stock including food, equipment and linen.
9. To carry out general kitchen and dining duties, including washing up, cleaning kitchen premises, kitchen equipment and dining areas.
10. To carry out hygiene procedures in compliance with Food Hygiene Procedures and all current Food Safety Regulations.
11. To operate or use all types of kitchen equipment, and machinery after training, as appropriate.
12. To monitor the operation of café and maintain a high level of security.
13. To wear protective clothing as provided and to maintain a high standard of personal hygiene.
14. To follow Fire and Safety Procedures and fulfil personal responsibility under the Health and Safety at Work Act.
15. To support and oversee the requirements of meetings/conference bookings including checking room presentation, a meet & greet service on arrival, arranging equipment and general delegate support throughout the day.

16. To attend training sessions.

17. To fill and clean vending machines where provided.

18. To undertake any other duties appropriate.
Person Specification

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Minimum Essential Requirements - Evidenced by: a: application form b: test c: interview

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<tr>
<th>Requirement</th>
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<tbody>
<tr>
<td>Show relevant catering experience in a customer facing environment</td>
<td>✓</td>
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<td>Show experience of cash handling</td>
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<td>Have or willing to work towards Level One Basic Hygiene Certificate.</td>
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<td>Show customer care awareness</td>
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<td>Demonstrate effective communication skills</td>
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<td>Work as part of a team</td>
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<td>Work under pressure and cope with responsibility</td>
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<td>Willingness to undertake training</td>
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<td>Must wear uniform provided, and comply with dress and appearance code</td>
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<td>An ability to fulfil all spoken aspects of the role with confidence through the medium of English</td>
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Conditions of Service

Job Title: Casual Catering Assistant - Museums
Directorate: Housing and Customer Services
Section: Museums
Grade: Casual Level 3 Living Wage
Salary: £8.75

PLEASE NOTE THIS IS CASUAL WORK therefore the City Council are under no obligation to provide work, likewise the Worker will be under no obligation to take up the offer of work.

Working Hours: Hours will be as and when required.

Annual Leave Entitlement: You will accrue 1 hour’s paid annual leave for every 8.31 hours worked, which you should take at times you are not working. You may receive a payment in lieu of any outstanding holiday should you inform the Council you no longer wish to be considered for casual work.

Sickness Absence: There is no entitlement to Occupational Sick pay. There may be an entitlement to Statutory Sick Pay if the total of the 8 weeks pay prior to the first day of absence, when divided by 8 is liable to National Insurance. Details are available from the Payroll Section. If you are unable to attend for work due to sickness, please contact the Line Manager you would have been working for on or before your scheduled starting time.

Notice Period: As work is not guaranteed, notice is not required from either party. However, if you no longer wish to be offered available work, please let the Department know.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council’s medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Clothing and Uniforms: You must wear protective clothing/uniforms that may be issued to you.

Rehabilitation of Offenders Act: The post is subject to the Exceptions Order of the Rehabilitation of Offenders Act 1974 and if you are shortlisted you must disclose any criminal convictions, bindovers or cautions received, which are not spent.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is
essential that the employee’s organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR Consultancy.

**Other Conditions of Service:** Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Authorities Services as amended by decisions, rules and regulations of the City Council.