

Job Description

Job Title:	Food Service Assistant
Directorate:	Children, Adult and Family Services
Section:	Facilities Management (Schools)
Responsible to	Bistro Manager
Responsible for	
Grade	Level 3 (TBE)

Job Purpose

The role will involve assisting with the day to day operation of the Bistro. Serving a variety of high quality coffee, drinks and freshly made food.

Key Duties / Responsibilities

- To demonstrate a high standard of customer service and communication skills.
- To assist in the delivery of high standard of food preparation/presentation.
- To handle and be responsible for cash in line with financial regulations
- To assist with the ordering of stock its storage and rotation.
- To assist in the achievement of the highest possible standards of service, hygiene, and safe working practices.
- To utilise IT skills and the use of pre-designed software packages
- Setting up, operation and clearing away service counter.
- Movement and cleaning of equipment and furniture for dining area
- Washing up and cleaning activities relating to premises and equipment.
- To participate in staff training and development process.
- To undertake such other duties as may be required, commensurate with the grade of the post.

Person Specification



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Directorate: Children, Adult and Family Services
Section: Facilities Management (Schools)

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

	a	b	c
Must be willing to undertake personal development & training to improve & learn new skills.	✓		✓
Demonstrate previous experience of working in a catering retail outlet	✓		✓
Demonstrate an ability to work on own initiative or part of a team.	✓		✓
Demonstrate enthusiasm, dedication and commitment, being flexible to meet the demands of the business	✓		
Demonstrate a genuine passion for people and excellent customer care	✓		✓



City of
Stoke-on-Trent

Conditions of Service

Job Title:	Food Service Assistant
Directorate:	Children and Family Services
Section:	Catering and Hospitality
Grade:	Level 3
Salary:	£18,065- £18,426

Duration: This is a permanent post

Working Hours: Your normal hours of work will be 37 per week.

Annual Leave Entitlement: You will be entitled to 27 days annual leave rising to 32 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

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.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment.

Guidance and criteria on the filtering of “unprotected” cautions and convictions can be found on the Disclosure and Barring Service website.

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.

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