

Role Profile

Part A - Grade & Structure Information

Job Family Code	1/2OS	Role Title	Catering Assistant
Grade	PS1/2	Reports to (role title)	Chef Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	98-113	Service	Service Delivery
		Team	
		Date Role Profile was created	Aug-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To assist and support catering staff in the day-to-day operation of the service, as directed, to ensure a high standard of food preparation and to work as part of a team.</p> <p>The role holder will provide a catering service by assisting catering or care staff in the preparation, cooking and serving of nutritional, well presented meals to meet the dietary requirements of the residents.</p> <p>They will maintain a safe working environment through observation and implementation of Health and Safety and Environmental Health Regulations in order to meet statutory and departmental requirements.</p> <p>The role holder will implement and maintain menu systems and stock control in order to ensure cost-effective use of resources, and maintain kitchen equipment to agreed standards by regular checks / maintenance in order to ensure an efficient delivery of the service.</p> <p>They will keep the kitchen equipment, crockery and utensils clean and hygienic and report concerns to their manager.</p> <p>They will assist in monitoring the wellbeing of residents and the service provided by observation and reporting to ensure that quality standards and care plans are met.</p>
Work Context	<p>This role is based in Service Delivery, which is part of the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>Based in a 50 - 65 bedded care home kitchen environment, the role holder will take a professional approach when dealing with residents, staff and suppliers to ensure that catering services are delivered in a professional manner and communications are of a high quality. They will be working in a busy catering environment with a high degree of physical and manual tasks. Due to the nature of the role there may be some exposure to extreme temperatures.</p> <p>They will present a professional image, i.e. wear kitchen whites, protective footwear and observe good hygiene standards i.e. nails and hair.</p> <p>The catering service is provided 7 days a week, 365 days a year so the postholder will be required to work flexibly to ensure delivery of this service, including weekends and bank holidays.</p>

Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service delivery</p> <ul style="list-style-type: none"> • Carry out basic cleaning and cleaning tasks to leave the facility clean and tidy. • Carry out basic repair and/or maintenance duties as instructed. • Collect and use tools and equipment needed for given tasks, check they are safe and fit for use, keep in good condition and return on completion. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Carrying out simple and repetitive tasks in accordance with defined standards and quality. <p>Work with others</p> <ul style="list-style-type: none"> • Answer simple queries politely and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Basic numeracy and literacy. • Ability to understand basic health and safety and hygiene and other relevant procedures. • Able to operate basic equipment. • Good listening skills and enthusiasm to learn. • Accuracy and ability to follow instructions. • Able to exchange basic information verbally or in writing. • May be required to undertake manual handling and physically demanding work.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Willingness to work towards a recognised food hygiene / food safety award. • Knowledge of relevant Health and Safety legislation and Environmental Health requirements. • Previous catering experience. • Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.
Role Summary	<p>Roles at this level carry out basic preparation, catering, cleaning and maintenance tasks in a defined area using basic tools and equipment in support of the provision of an operational service. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision. Work is typically to short deadlines on a daily basis.</p>