



FLITWICK TOWN COUNCIL

JOB DESCRIPTION/PERSON SPECIFICATION

Post:	Catering & Café Assistant
Post No:	FTC
Responsible to:	Rufus Centre Chef
Responsible for:	Day-to-day operations in both front & back of house – Rendezvous Café

Job Purpose

1. To assist in preparing and serving quality food & drink to be supplied in the café, at conferences and events, as refreshments at meetings and in support of the community.

Main Responsibilities

1. To observe sound catering operating procedures.
2. To support your supervisor and Manager in achieving the objectives for your team, and to contribute to the wider Council objectives where possible.
3. To support the customer interface, ensuring a hospitable environment, memorable experience and dealing sensitively and courteously with their enquiries.
4. Support front of house operations for the Rendezvous Café & Bar.
5. To assist in the preparation, cooking and serving of food & drinks for both daily sales and functions.
6. To follow all guidelines for food hygiene and health and safety.
7. To ensure food & drink is correctly stored, whilst assisting with monitoring stock and practising stock rotation.
8. To ensure the quality of all food & drink that leaves the kitchen/café.
9. Assist with setting up service points as necessary throughout The Rufus Centre, serving food and clear down.
10. Assist with the cleaning of all crockery, cutlery, service utensils and equipment within The Rufus Centre.
11. To ensure exceptionally good housekeeping and to assist with cleaning the kitchen and food outlet areas.
12. To strive to minimise wastage.
13. Present a smart, professional appearance and good personal hygiene.
14. If requested to be the duty First Aid Appointed Person and Fire Warden.
15. To observe the principles of customer/client care, equality, quality management and good health and safety standards and to help achieve and contribute towards Local Council Award status.
16. To undertake other tasks allocated by the Council which are within the competence and capability of post holder.
17. To ensure the cleanliness of the café facilities and to carry out and keep up with agreed cleaning standards.
18. To embrace the principles of customer care, equality, and good health and safety standards.
19. Have some responsibility for safety and good order.

20. Have the ability to deal with any customer needs or complaints.

21. To work flexible hours to facilitate the needs of the job.



PERSON SPECIFICATION

E = Essential
D = Desirable

FACTOR	REQUIREMENT
QUALIFICATIONS	<ol style="list-style-type: none">1. General Secondary Education (or equivalent) including English and Maths (E).2. Certificate in cookery, catering or equivalent (D)3. Food Hygiene Certificate (Level 2). (D)
EXPERIENCE E = Essential D = Desirable	<ol style="list-style-type: none">4. Experience of food preparation, cooking and serving. (E).5. Experience of working in a kitchen which also caters for a range of events from supporting a café environment to prestigious conferences and family events including weddings. (D)6. Experience working to excellent food hygiene standards. (E)7. Experience of assisting at functions and events (D)8. Experience of food storage techniques. (D)9. Experience of undertaking kitchen and catering cleansing. (E)10. Experience of working within a customer focussed environment. (E)11. Experience of working to health and safety standards in a catering establishment (D)12. Barista experience and or bar experience (D)
KNOWLEDGE/ SKILLS	<ol style="list-style-type: none">13. A grounding in modern catering techniques (E)14. A knowledge of routine and periodic cleaning and other aspects of food hygiene. (E)15. A knowledge of good customer care practice (E)16. Excellent verbal communication skills to enable dialogue with colleagues and customers (E)17. Capability of working with internal and external teams and partners. (D)18. Knowledge of working within a quality management system with a “right first time” ethos (D)19. Basic understanding of health and safety requirements relative to a kitchen and catering outlet. (E)20. Basic IT skills (D)21. An understanding of how this role supports the delivery of our charitable outputs.

Personal Style and Behaviour	<p>22. Organised and self-motivated, with a flexible approach to work (E)</p> <p>23. Ability to work on own initiative and be a good team player (E)</p> <p>24. Tactful and discreet, whilst mindful of observing professional standards. (E)</p> <p>25. Ability to work to strict deadlines and under some pressure. (E)</p> <p>26. Enthusiastic, with an eagerness to learn new skills.</p> <p>27. Commitment to client care, equal opportunity in employment and service delivery and safety. (E)</p> <p>28. Commitment to improving efficiency and effectiveness (E)</p>