



FLITWICK TOWN COUNCIL

JOB DESCRIPTION/PERSON SPECIFICATION

Post:	Catering Assistant
Post No:	FTC
Responsible to:	Café Lead
Responsible for:	

Job Purpose

To support the day-to-day operations of the Rendezvous Café, ensuring high standards of food preparation, customer service, and hygiene. The Catering Assistant will play a key role in, maintaining smooth service, and contributing to the welcoming atmosphere of the café.

Main Responsibilities

1. preparation and service of hot and cold food and beverages & collective control of the quality of all food that leaves the kitchen.
2. Ensure compliance with food hygiene, health and safety, and allergen regulations.
3. Maintain cleanliness and organisation of kitchen, café, and storage areas.
4. Support the café lead with stock control, ordering, and deliveries.
5. Provide excellent customer service to café visitors and event guests.
6. Assist with café setup for events, meetings, and community activities.
7. Contribute to menu planning and suggest improvements.
8. Cash handling and use of point-of-sale systems.
9. To ensure food is correctly stored, whilst regularly monitoring stock and practising stock rotation.
10. To monitor and minimise food wastage.
11. If requested to be the duty First Aid Appointed Person and Fire Warden.
12. To liaise with staff internally regarding bookings, functions & events
13. To undertake other tasks allocated by the Council which are within the competence and capability of post holder.



PERSON SPECIFICATION

E = Essential
D = Desirable

FACTOR	REQUIREMENT
QUALIFICATIONS	1. NVQ level 2/3 in food preparation and cookery or equivalent qualification (D). 2. Level 2 Award in Food Safety or equivalent Qualification (E) 3. Basic certificate in health and safety. (D)
EXPERIENCE E = Essential D = Desirable	Essential: • Experience in a catering or hospitality environment. • Knowledge of food hygiene and safety standards. • Strong communication and team leadership skills. • Ability to work flexibly, including some Saturdays. • Friendly and professional approach to customer service. Desirable: • Level 2 or 3 Food Safety Certificate. • Barista or café experience. • Knowledge of allergen management and dietary requirements.
KNOWLEDGE/ SKILLS	4. A good grounding in modern catering techniques (E) 5. An in-depth knowledge of routine and periodic cleaning and other aspects of food hygiene. (E) 6. A knowledge of good customer care practice (E) 7. Excellent verbal communication skills (E) 8. Capability of working with internal and external teams and partners. (E) 9. Organisation and time management skills. (D) 10. Knowledge of working within a quality management system with a “right first time” ethos (D) 11. Basic understanding of health and safety requirements relative to a kitchen and catering outlet. (E) 12. Basic IT skills (D) 13. An understanding of how this role supports the delivery of our charitable outputs.

Personal Style and Behaviour	14. Ability to be self-motivated, innovative and have a flexible approach to work (E) 15. Ability to work on own initiative and supervise other staff (E) 16. Ability to work as part of a team (E) 17. Ability to balance conflicting demands and to find acceptable ways forward. (E) 18. Ability to work to strict deadlines and under pressure. (E) 19. Commitment to client care, equal opportunity in employment and service delivery and safety. (E) 20. Commitment to improving efficiency and effectiveness (E)
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