

## Job Description

# General/Catering Assistant (Casual) Towngate Theatre

*Date: 24th June 2016*



**POST:** General/Catering Assistant (Casual)  
**SERVICE:** Street Scene and Leisure Services  
**SECTION:** Towngate Theatre  
**BAND:** 2  
**REPORTS TO:** Catering Manager  
**RESPONSIBLE FOR:** N/A

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

### **MAIN PURPOSE**

The Catering Assistant under the management of the Catering Manager and supervision of the catering supervisor, will contribute to the delivery of a high quality catering service directly to the public via café, bar, event and hires catering, working to maintain a high standard of hygiene, safety, service and quality to the general public and customers.

The Catering Assistant role will assist in the preparation and delivery of food and beverages to the public, council staff and private events, ensuring a high quality of service, meeting customer needs and meeting the requirements of the service to ensure repeat visits to the catering service and associated facilities.

Under the direction of the Catering Supervisor and Catering Manager, the Catering Assistant will be required to operate commercial catering and bar equipment and will be expected to clean the equipment, areas and surfaces as per operational procedures and record their actions in the daily record keeping log accordingly.

All Catering staff will be responsible for the rotation of stock and appropriate stock control and will be required to assist with preparation and serving meals and drinks, in line with menu specification ensuring Due Diligence procedures are complied with i.e. probe food and record temperatures in the kitchen operating manual.

All Catering staff will be expected to work in both the Towngate café, bars and outlets as required including evenings and weekends.

## **GENERAL INFORMATION**

Leisure, Open Spaces and Community Facilities has a wide and diverse remit, comprising of a range of service units, activities, projects and programmes aimed at improving quality of life, health and well-being of the residents of the Borough. The work of the department needs to be monitored in order to inform future action and service improvements, as well as to evidence progress against planned activity and targets.

The Towngate Theatre is a key facility for the Council following the commitment to invest over £1M into improving the services available. The post holder will also be a major contributor to the Towngate management team as it will be essential for the sales, marketing, promotion and public relations of the theatre to maximise opportunities for the service through seamless management and efficient and effective delivery.

The Towngate Theatre is an exciting lively regional theatre that presents an eclectic mix of theatre, music, comedy and dance across the Main Auditorium (550 seats) and Mirren Studio theatre (182 seats) and currently welcomes over 82,000 people through its doors each year.

We provide a friendly and polite welcome to a wide range of professional productions and community organisations, in addition to mounting our own very successful in-house pantomime.

The development of the Towngate programme aims to ensure a wide range of different genres of performances and arts related activities that provide a diverse offer for the benefit of residents and visitors, whilst targeting increased revenue streams and a reduction in subsidy cost to the taxpayer.

The Towngate business plan is positioning the theatre as a key local facility that aims to meet its vision statement as set out below:

“To provide a top class, regional theatre that hosts a range of drama, entertainment, cultural performances and events for all residents and visitors to Basildon that is recognised locally and nationally as a leading example.”

## **DUTIES**

1. To maintain high standards of personal and food handling hygiene and ensure Health and Safety regulations are strictly observed.
2. To provide a high quality food and beverage service to visitors.

3. The post holder will be responsible for the maintenance of a high standard of hygiene throughout the catering service and seating areas
4. Assist in general food preparation and production of the café and meeting catering menu offer. i.e. prepare salad, sandwiches and other hot and cold food items as required.
5. Set up, open, operate and close-down café bar and seating areas in line with the daily operational procedures.
6. Set up function/meeting rooms, prepare beverages and buffets, clear and wash up as required.
7. To notify of any stock that is required to be ordered in good time.
8. Receive; check and record deliveries for quality, quantity and temperature, and store ensuring stock rotation procedures are followed.
9. Maintain all records regarding Due Diligence, wastage and stock management i.e. free issue and adhere to written Policies and Procedures.
10. To undertake general kitchen duties including cleaning floors, walls, surfaces and equipment following laid down cleaning procedures.
11. Take cash and credit card payments, accurately recording sales in the till and undertake daily reconciliation and balancing of income against sales in line with cash handling and banking procedures.
12. To provide an excellent service to the customer and actively promote the development of the business.
13. Under the request of the catering manager or catering supervisor, undertake any training or courses requested with relevance to the role.
14. To maintain effective working relationships with other departments.
15. Any other duties appropriate to the post; these other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equalities Act 2010, due consideration must be given to any employees with “protected’ characteristic
16. Undertake all the duties within the framework of Equal Opportunities.
17. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

## PERSON SPECIFICATION

<b>Position Title:</b>	<b>Catering Assistant</b>	<b>Date Prepared:</b>	<b>24<sup>th</sup> June 2016</b>
<b>Department:</b>	<b>Towngate Theatre</b>	<b>Band:</b>	<b>2</b>

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Knowledge and experience of catering and working in a commercial catering environment such as a café, bar or restaurant.	✓		<b>AF/I</b>
1.3	Cash handling experience	✓		<b>AF/I</b>
1.4	Good communication skills	✓		<b>AF/I</b>
1.5	Experience of dealing with customer facing services and complaint resolution.		✓	<b>AF/I</b>
1.6	Experience of preparing and serving a variety of hot and cold meals in a café setting.		✓	<b>AF/I</b>
1.7	Working knowledge of current health & safety and hygiene legislation		✓	<b>AF/I</b>
1.8	Willingness to work evenings, weekends and public holidays as required.	✓		<b>AF/I</b>
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>WORKING WITH PEOPLE</b>			
2.1	a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses	✓		<b>AF/T/I</b>
	<b>RELATING AND NETWORKING</b>			
3.1	a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others	✓		<b>AF/T/I</b>

	REQUIREMENTS	Essential	Desirable	Assessed
	<b>PRESENTING AND COMMUNICATING INFORMATION</b>			
3.3	a. Speaks clearly and fluently b. Expresses opinions, information and key points of an argument clearly c. Makes presentations and undertakes public speaking with skill and confidence d. Responds quickly to the needs of an audience and to their reactions and feedback e. Projects credibility	✓		AF/T/I
	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b>			
6.2	a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains productivity d. Works in systematic, methodical and orderly way e. Consistently achieves project goals.	✓		AF/T/I
	<b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b>			
6.3	a. Appropriately follows instructions from others without unnecessarily challenging authority b. Follows procedures and policies c. Keeps to schedules d. Arrives punctually for work and meetings e. Demonstrates commitment to the organisation f. Complies with legal obligations and safety requirements of the role	✓		AF/T/I
	<b>EDUCATION AND TRAINING</b>			
3.1	Possession of a Basic Food Hygiene Certificate or the willingness to obtain.	✓		AF
3.3	First Aid at Work qualification		✓	AF