

**Job Title: General Assistant – Retail and Activity Support (4 days Weds – Sat)**

**Job Purpose:**

To carry out a range of tasks within kitchen, retail and group activities to support service delivery in both food and care environments.

Specifically:

* To work under the direction of the Weekend Cook assisting with food preparation and complying with food safety and environmental health standards. To undertake general duties in support of the Weekend Cook and Shop/Café Supervisor to ensure that our customers receive a friendly and welcoming experience and the highest possible standards of service within our retail environment.
* To assist group activities such as crafts, gardening, cookery, health & well-being (led by a Support Worker) to enable our customers, adults with learning difficulties, to participate in a range of social and practical activities. To assist with tuck shop and lunchtime cover.

**Specific Duties:**

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| **Kitchen Service Delivery** |
| 1. Work under the direction of the Weekend Cook to ensure that “Safer food, better business” systems, standards and quality are maintained to comply with food safety and environmental health standards, with a view to maintaining our 5-star rating. 2. Undertake the preparation of daily food products such as fruit, vegetables, cakes, savouries, breads, preserves, sandwiches, soups, light lunches, salads and breakfasts as directed by the Weekend Cook. 3. Record fridge and freezer temperatures and maintain accurate records. Clean fridges and freezers in accordance with cleaning schedules and maintain appropriate records. 4. Ensure that stock cupboards and storerooms are kept clean and tidy. Put away stock deliveries ensuring quality of stock and stock rotation. 5. Ensure a safe, hygienic and caring work environment for customers, volunteers and staff. Wash utensils, crockery and equipment, sterilising where required, following set guidelines and using dishwasher as appropriate. |

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| **Shop/Café/** |
| 1. Clear and clean tables ready for customer use. Remove used crockery and utensils from the shop to the kitchen. 2. Ensure high levels of hygiene and cleanliness at all times (shop / café areas are clean and tidy, floor is swept, counter tops are regularly cleaned throughout the day). 3. Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers, trainees and colleagues. 4. Keep cleaning and temperature records. 5. Provide ad-hoc cover in the shop/café. |

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| **Daycare Activity Assistance** |
| * Provide practical hands-on support to assist group instruction to enable customers to participate within a range of activities. * Facilitate the delivery of those activities which promote self-reliance and independence. Encourage customers to participate in new pursuits. * Engage with customers and offer support as required to access chosen activities. Be accessible, approachable and sensitive to their needs demonstrating respect and dignity at all times. * Communicate effectively with customers, volunteers, their families / friends, and other staff members. * Undertake first aid duties as required. * Assist with tuckshop and lunchtime cover. |

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| **Additional Requirements:** |
| 1. Attend all training courses as directed and be responsible for maintaining and improving own knowledge and skills through experience and training. 2. Adhere to the Apuldram Centre’s Policies and Procedures. 3. Willingness to work flexibly in order to meet the needs of the service. 4. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the service. 5. Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers, staff and colleagues in a Covid secure environment. 6. Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication. |

**Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| Good general standard of education to include GCSE English and Maths Grade C (or equivalent) and good IT skills | Level 2 Food safety certificate  Covid-19 infection control training  NVQ level 1 or 2 in care |
| Experience of basic food preparation using fresh produce. Knowledge of procedures for stock rotation and food presentation | Experience of working in a busy catering / retail operation |
| Physically fit to lift grocery boxes | Trained in manual handling. |
| Commitment to learning, training and professional development | First Aid training  Previous experience of working in the charity sector / working with adults with a learning disability |
| Reliable, trustworthy and patient with a friendly and engaging personality, clean & tidy appearance / grooming | Full driving licence and car owner |

**Key Competencies Required for the Role:**

* Ability to communicate effectively with a range of people using interpersonal and influencing skills.
* Ability to work flexibly and creatively with customers with a learning disability.
* Ability to maintain confidentiality.
* Ability to lone work and work as part of a team
* Ability to carry out repetitive, routine tasks to a high standard.
* Ability to complete and maintain accurate records.