



## **Café and Kitchen Assistant**

### **Job Description**

**Hours: 8 per week minimum**

**Working Pattern: Weekends and cover**

**Location of Work: Apuldram Centre, PO20 7PE**

### **Job Purpose:**

To support the effective running of the on-site café and other retail outlets, providing a warm welcome and delivering the highest possible standards of service to our customers and the people we support.

To work under the direction of the Head of Kitchen, assisting with food preparation, complying with food safety and environmental health standards, and to undertake general duties and any other tasks requested by the Head of Kitchen.

### **Specific Duties:**

#### **Kitchen Service Delivery**

- Fulfil orders for menu items including as breakfasts, light lunches, cakes, bread, sandwiches, soups, and salads in line with menus set by the Head of Kitchen, and in line with customer dietary requirements.
- Undertake the preparation of daily food products such as fruit, vegetables, cakes, savouries, breads, preserves, soups, and salads as directed by the Head of Kitchen.
- Work under the direction of the Head of Kitchen 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.
- Record fridge and freezer temperatures and maintain accurate records. Clean fridges and freezers in accordance with cleaning schedules and maintain appropriate records.
- Assist in stock checks to avoid wasteful purchases and minimise food waste.
- Ensure that stock cupboards and storerooms are kept clean and tidy. Put away stock deliveries ensuring quality of stock and stock rotation.
- 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.
- Support the Head of Kitchen to prepare for and assist at any special functions or fundraising events which may occur from time to time.
- Maintain the high-quality standard of food, building on reputation and good speed of service.

- Adhere to best practice kitchen hygiene standards and ensure the kitchen is cleared down to a high standard after service.

### **Customer Service**

- Greet, engage with, and serve customers in a pleasant and courteous manner offering information on shop produce.
- Consistently exceed customer expectations.
- Prepare food and beverages which are attractively presented and served to customers in accordance with health and safety and food hygiene guidance.
- Promote the Apuldram Centre, offer information and talk to customers about the work of the charity, forthcoming events, and ways to support.

### **Health, Safety and Hygiene**

- Clear and clean tables ready for customer use. Remove used crockery and utensils from the shop to the kitchen.
- Ensure high levels of hygiene and cleanliness at all times.
- Comply with all health and safety policies and procedures and protect the health, safety, and wellbeing of all shop/retail/Kitchen users. Maintain records to evidence compliance with all related legislation (SFBB and food safety). Keep cleaning and temperature records.
- Update all allergen information and advise customers as appropriate.
- Take responsibility under the Health and Safety at Work Act 1974 for your own health and safety at work, as well as that of those around you.

### **Additional Requirements:**

- Attend all training courses as directed and be responsible for maintaining and improving own knowledge and skills through experience and training.
- Adhere to the Apuldram Centre's Policies and Procedures.
- Willingness to work flexibly to meet the needs of the service.
- 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.
- Participate in staff meetings as required making a constructive contribution.
- Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication.

## Person Specification

| Essential  | DESIRABLE   |
|--|---|
| Level 2 Food safety certificate  | Level 3 Food safety certificate<br>Covid-19 infection control training                                |
| 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   |
| Knowledge of cooking techniques and methods, ability to use key kitchen equipment.   | Knowledge of Safer Food, Better Business Guidance   |
| Ability to handle a number of tasks simultaneously.  | Previous experience of working in the charity sector / working with adults with a learning disability |
| Physically fit to lift grocery boxes   | Trained in manual handling  |
| Commitment to learning, training and professional development  | First Aid training  |
| Able to work flexibly  | Experience of lone working and key holder procedures  |
| Reliable, trustworthy, and patient with a friendly and engaging personality, clean & tidy appearance / grooming            | Full driving licence and car owner  |
| Recognised vocational qualification relevant to the post in cookery, catering or food processing level 2 qualification     |   |
| Good general standard of education to include GCSE English and Maths Grade C (or equivalent) and good IT skills            |   |

### Key Competencies Required for the Role:

- Ability to communicate effectively with a range of people.
- Ability to lone work and work as part of a team.
- Ability to work flexibly with customers with a learning disability.
- Ability to carry out repetitive, routine tasks to a high standard.
- Ability to complete and maintain accurate records.
- Ability to process till and cash transactions.