



## Catering Assistant (Bank)

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| <b>Job Title:</b>          | Catering Assistant (Bank)   |
| <b>Location:</b>           | The Cellar Trust, Farfield Road, Shipley, BD18 4QP  |
| <b>Responsible to:</b>     | Catering Manager  |
| <b>Hours of work:</b>      | Variable to cover staff absence - offered as 5 hour shifts Monday – Friday between the hours of 9am – 5pm   |
| <b>Salary:</b>             | £8.21 per hour  |
| <b>Contract:</b>           | Worker Agreement (no contract of employment). Work will be offered to you on an "ad hoc" basis as and when there is a requirement for work to be done. You are free to accept or decline such offers of work. You are not guaranteed continuous work and we are under no obligation to offer you further or particular periods of work. We will review your status as bank worker every 12 months; if you are still an active bank member you will be asked to confirm if you wish to continue being offered shifts and we will request evidence of updated training where necessary. |
| <b>Informal enquiries:</b> | Cathy Tosney (Operations Manager) on 01274 486474 or <a href="mailto:catherine.tosney@thecellartrust.org">catherine.tosney@thecellartrust.org</a>   |
| <b>Applications to:</b>    | Lucy Quirk (HR & Governance Administrator): <a href="mailto:lucy.quirk@thecellartrust.org">lucy.quirk@thecellartrust.org</a>  |
| <b>Closing date:</b>       | 5pm Friday 29 November 2019   |
| <b>Interview date:</b>     | TBC   |

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### **General**

The Cellar Trust is an equal opportunities employer and applications are welcome from all sections of the community, particularly BAME and LGBTQ communities who are underrepresented within the organisation.

Please note that CVs will not be accepted and applicants must use the Experience section of the application form to state how they meet all of the essential criteria in the person specification.

Only applicants invited to interview will be informed – if you have not been contacted within two weeks of the closing date then you have not been shortlisted. Feedback will only be given to applicants who are unsuccessful at interview stage. The successful candidate will be required to undertake a Disclosure and Barring Service check and provide references.

We are a Disability Confident organisation, and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability, or you would require any reasonable adjustments at the interview stage of the recruitment process, please specify this in your application.

## **Job Purpose**

The Cellar Trust is a mental health charity based in Shipley, West Yorkshire. We support individuals who are recovering from mental health problems to move on to more fulfilling and independent lives. We run a range of mental health services as well as operating a range of social enterprises which also act as supportive training environments for our clients, helping them to build their confidence and skills.

One of these is a small community café (approx. 30 covers) which opens 9.30am – 4.30pm Monday – Friday serving a range of home cooked hot and cold food, cakes and drinks.

We are looking for someone with someone to help support our café on an ad hoc basis to cover staff absences and busy periods. This role is suited to someone with experience of food preparation in a commercial kitchen who has excellent customer service skills, who is great with people and has experience of supporting others to achieve results. Experience of operating a barista coffee machine would also be beneficial.

We will also require the successful candidates to undertake an online food hygiene course.

## **Accountability**

- Some supervision of volunteers and clients
- Accountable to the Catering Manager

## **Key Duties and Responsibilities**

1. To prepare food in line with the menu agreed by the Catering Manager.
2. To accept and check deliveries of supplies against delivery notes and required standards.
3. To ensure all food items are kept in appropriate conditions and that all food safety checks are met.
4. To assist in supervising the daily checks on equipment and recording.
5. To ensure that food for café and outside catering is prepared on time.
6. To ensure that till is reconciled on a daily basis and cash handed over to office.
7. To maintain high standards of cleanliness and hygiene through ongoing cleaning schedule.
8. To provide excellent customer service including taking orders and serving customers.
9. To provide direction to and supervision of the clients, volunteers and catering assistants working in the kitchen, allocating tasks and providing necessary support for them to accomplish the work.
10. To help to ensure that all clients deliver a high level of customer service to our customers.
11. Any other duties commensurate to the role, to be decided by your line manager including being prepared to take a flexible, team based approach to your duties.

## Person specification

All aspects of the person specification will be assessed through the application form with additional questions at interview stage. Please ensure that all of the criteria is addressed in your personal statement with examples/evidence for each aspect of the role.

| Criteria                       | Essential   | Desirable  | How Identified                |
|--------------------------------|---|--|-------------------------------|
| <b>QUALIFICATIONS</b>          | Basic numeracy skills   | GCSE Level 4 or above for Maths or English   | Application Form              |
|                                |   | Food hygiene certificate   | Application Form              |
|                                |   | Catering qualification   | Application Form              |
| <b>SKILLS &amp; EXPERIENCE</b> | Recent experience of working in a busy catering environment preparing and cooking a range of food | Barista experience / training  | Application Form<br>Interview |
|                                | Recent experience of customer service   | Experience of working with vulnerable adults and/or people with mental health issues         | Application Form<br>Interview |
|                                | Experience of supervising / training others   | Understanding of health and safety legalisation  | Application Form<br>Interview |
|                                | Experience of carrying out food hygiene and equipment checks in a catering setting                |  | Application Form<br>Interview |
| <b>KNOWLEDGE</b>               | Understanding of the basic principles of food hygiene   | Understanding of the regular food safety and equipment checks needed in a commercial kitchen | Application Form<br>Interview |
|                                | Understanding of mental health issues and how they impact on people's lives                       | Understanding of safeguarding  | Application Form<br>Interview |
| <b>PERSONAL ATTRIBUTES</b>     | Commitment to working in line with and championing The Cellar Trust values                        |  | Application Form<br>Interview |
|                                | Patient, non-judgmental, respectful and compassionate   |  | Interview                     |
|                                | Comfortable working under pressure and ability to prioritise work, and multi-task                 |  | Interview                     |