

The Cathedral of St John the Baptist

JOB DESCRIPTION

CATERING / COOK ASSISTANT

Main purpose:	To ensure the smooth running of the Garden Café and catered functions at the Cathedral. The café is an important part of the Cathedral's income generation but also plays a critical role in the Cathedral's hospitality and welcome to visitors. The catering assistant must ensure the highest levels of customer service and produce a catering service offering high standards and quality, whilst maintaining the highest levels of cleanliness and safety for both staff and customers.
Reports to:	Catering Manager
Key relationships:	Cathedral Manager, Catering Manager, catering and function staff, volunteers, customers
Location:	Norwich, Norfolk
Salary:	NMW
Hours:	18 hours per week (0.45 FTE)
Term:	Permanent

Key responsibilities:

- To set up the café ready for opening following procedures as produced by the Catering Manager.
- Write up all boards prior to opening including daily promotions, special offers.
- Provide a warm and friendly welcome to all customers.
- To advise customers of food and beverage selection, upselling and to take orders to maximise sales.
- To clear and clean tables throughout your shift and to wash up and clean all areas throughout your shift.
- Assist, check and put away deliveries and utilize stock rotation procedures.
- Place orders with suppliers daily as necessary.
- Cook and prepare café meals to order and function meals as ordered.
- Operate Epos systems ensuring all transactions are placed in the correct area of operation.
- To comply with health and safety and HACCP.
- To serve food and beverages to functions in different areas of the campus as necessary.
- To follow daily procedures as detailed by the Catering Manager.
- Assist the Catering Manager with the development of menus.
- Support the Catering Manager with servicing catered functions.
- To work in the bar for functions as necessary (enhanced pay for anti-social hours).
- Undertake any other reasonable duties as expected of the role and position.

Person Specification:

Essential

- Good level of education, at least up to GCSE level standard (or equivalent).
- NVQ L2 Food Hygiene or higher.
- NVQ L2 Food Preparation and Service.
- Excellent customer service.
- Excellent personal hygiene, well presented, polite and friendly.
- Flexible and able to work evenings and weekends as required on a rota system.
- Driven to produce high quality meals which are both tasty and attractive.
- Enthusiastic and creative.
- Positive and professional approach towards people of all ages.
- Experience of working as part of a team.
- Excellent attention to detail.
- Excellent time keeping.
- Good knowledge and experience of baking.
- Experience of working in a fast-paced environment and under pressure.
- An understanding or willingness to understand the practices of the Catholic Church and the ethos of the Cathedral.

Desirable

- Experience of operating an Epos system.
- Experience of working with volunteers.
- NVQ L3 Food Preparation and Service.