



## **Catering Assistant**

### **Job Description**

- Job Title:** Catering Assistant
- Responsible to:** Catering Supervisor
- Salary:** National Living Wage 21 and over. National Minimum Wage applies to ages 16-20.
- Hours:** To be confirmed, some rotas may include regular weekend and occasional evening work.

**Main purpose:**

- To contribute to the success of Wirksworth Heritage Centre by operating the daytime and occasional evening catering operations at the heritage centre, ensuring a culture of continuous improvement and maximising profitability.
- To provide a magnificent catering experience for a wide variety of visitors.

**Roles:**

- Ensure exceptional quality, high standards and outstanding customer service are maintained at all times.
- To maintain good working relationships with all team members and volunteers in the heritage centre.
- To provide efficient and effective food service at all times, including the storage, cooking and preparation of food and drink.
- To ensure that the appearance and cleanliness of the café and restaurant are presented to a high standard at all times.
- To ensure that tables are cleared, cleaned and laid to agreed standards.
- To practice and promote excellent customer care.
- To carry out upselling to achieve sales targets.

- To take part in staff briefings, meetings and training to continually improve standards in the business and customer service.
- To ensure uniform and personal appearance standards are maintained.
- To accurately and clearly record stock orders, and assist with stock recording.
- To ensure compliance with health & safety and food hygiene legislation.
- To undertake cash handling and operate EPOS tills in accordance with procedures.
- To support with opening and closing the catering areas as required. Ensuring the security of the whole heritage centre by following the correct opening and closing procedures and the secure holding of the relevant keys, as required.
- To maintain a high standard of personal hygiene at all times.
- Assist with special events relating to the catering operation of the heritage centre.
- Work as part of the Wirksworth Heritage Centre staff team to promote our charitable message.

**Other:**

- To carry out any other duties that may be reasonably required by the Catering Supervisor and Assistant Catering Supervisor.
- To undertake training relevant to the role as required.
- To be accountable for their own development through the Performance and Development review process, seeking out opportunities to learn new skills.
- Work as part of the Wirksworth Heritage Centre staff team to promote our charitable message.
- To carry out all duties in accordance with the policies and ethos of the Centre.
- To take reasonable care of the health, safety and welfare of self and others whilst at work and while service delivery, in accordance with Health and Safety at Work Act and other relevant legislation.
- To promote equality and diversity in all areas of work within and outside the heritage centre, in line with legislation and the organisation's policy.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Wirksworth Heritage Centre's policies.

Revised May 2022