

CASUAL TASK LIST

ROLE:	Casual Catering Assistant
NORMAL LOCATION:	Lee Valley Visitor Centre, Myddelton House

CRB REQUIREMENT:	N/A	CRB LEVEL:	N/A
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DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS:	None
CAR ALLOWANCE:	Not applicable
QUALIFICATIONS:	GCSE qualifications or equivalent in Maths and English at Grade C or above Food Hygiene Certificate level 2 or higher First Aid at Work

REPORTING TO:	Facility Manager
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POLITICALLY RESTRICTED POSTS:	No
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PURPOSE OF ROLE

To use skills and knowledge to provide ad hoc and occasional cover and support in the event that usual staffing cover fall short.

To provide a food outlet service for the Visitor Centre ensuring a quality customer service is provided and that a cost effective and safe standard of operation is achieved at all times.

KEY TASKS

When booked to work a shift at the above facility, whilst this is not an exhaustive list, below is an outline of the task that you may be expected to undertake according to the facilities NOP:

- To cover the Visitor Centre café POS as required, selling food and beverage produce, ensuring that hygiene standards are adhered to.
- Maintaining adequate stock levels of vending machines.
- Ensuring a positive experience to all food and beverage customers
- Receiving and processing catering payments in cash and electronically (via the Electronic Point of Sale EPOS system), including reconciling the till on a daily basis.
- Recording stock movements (incl wastage) in line with QMS procedure
- Assisting the FM/Duty Officer with ensuring that the highest standard of maintenance of all kitchen equipment and catering facilities equipment, including furniture and furnishings, is kept.
- Ensuring the highest level of food hygiene and cleanliness in all food preparation is

- maintained at all times, including in the kitchen and service areas and personal hygiene (uniform).
- To sell Myddelton House Gardens brochures and other branded goods to visitors to the Visitor Centre
 - Carry out all tasks with regard to relevant legislation and the Authority's Normal Operating Procedures (NOPs) including:-
 - Providing a safe workplace
 - The Authority's Standing Orders and Financial Regulations
 - Applying the Authority's equality and diversity principles
 - The Authority's Environmental protocols and related policies
 - .To work on a variable rota system as specified including Bank Holidays

PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)

- Visitors

FINANCIAL RESPONSIBILITIES

- To receive and process payments in cash and electronically (via the Electronic Point of Sale EPOS system), including keeping accurate records of sales and reconciling the till on a daily basis.

OTHER RESOURCES RESPONSIBILITIES

- To ensure all information given to customers is up to date

GENERAL

- The above duties may be varied.
- Carry out all duties with regard to relevant legislation and the Authority's policies and procedures including:-
 - The Authority's Health & Safety Policy
 - The Authority's Standing Orders and Financial Regulations
 - The Authority's Equal Opportunities Policy and related policies
 - The Authority's Environmental protocols and related policies

KEY CONTACTS

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
<ul style="list-style-type: none"> • Facility Manager, or someone nominated on their behalf as direct supervisor for guidance and instruction. 	<ul style="list-style-type: none"> • •

CASUAL WORKER REQUIREMENTS

JOB TITLE:	Casual Catering cover
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ESSENTIAL SKILLS & KNOWLEDGE

In order to be an effective in these tasks when offered casual work you would need to be able to demonstrate that you are:

- Literate at GCSE qualification level C or equivalent in experience and/or qualification in order to follow procedures and keep accurate stocks.
- Numerate at GCSE qualification level C or equivalent in experience and/or qualification in order to carry out cash handling duties.
- Effective in facing customers and/or providing customer services, able to deal with varied customer demands, including their emotional demands of others, have the ability to establish rapport easily, handle disagreement conclusively and to reach positive resolutions to issues.
- Effective team worker.
- Able to work in an environment guided by instructions, regulations and procedures.
- Able to perform repetitive tasks with accuracy.
- Able to work independently and unsupervised for several hours at a time
- Knowledgeable of equipment and machinery related to catering and food preparation.
- Able to identify, analyse and solve varied problems and develop solutions in cooperation with others
- Able to organise your own work on the basis of instructions.

Desirable Experience

In addition to the above essential requirements, if you are able to demonstrate any of the following this will be advantageous when working casually:

- Experience of working in a leisure environment.
- Proven experience or working in a multi-cultural or multi-ethnic environment.
- Experience of working in a large public sector organisation.