

Job Description



Job Title: Bistro/Catering Assistant

Accountable to: Cook

Location: Belong

JOB PURPOSE

Supporting the delivery of a high quality catering service to residents within their households and to customers using the village function suites including the day to day operation of a continental style Bistro the post holder will ensure that food and beverages are prepared, served and delivered in accordance with customer requirements and service delivery standards.

KEY OBJECTIVES

- To ensure that the provision of catering services meets national and organisational standards and are delivered in a style and manner that upholds the core values of Belong.
- To assist the cook in the preparation and serving of food to customers that meets with their individual's preferences and special dietary requirements.
- To maintain a high standard of cleanliness within the core kitchen and the bistro and to provide catering support to the function suites and to resident's households as required.
- To be responsible for taking, preparing and processing customer orders with regard to food and beverages and in ensuring at all times a consistently high standard of customer care is maintained.

SUPPORTING OBJECTIVES

Service Delivery

- Promote the Belong values and a positive image of the organisation by at all times maintaining a friendly and helpful attitude and delivering a first class service to customers.
- Assist in the preparation of food including the cooking of light or pre-prepared meals. i.e. The heating up of freshly prepared frozen meals, the making up of salads, baked potatoes, toasted sandwiches, Panini's or freshly baked tosties or hand made sandwiches that are attractively presented with a garnished of the customer's choice.
- Take, process and serve food and beverage orders and provide a wait on service as required in response to customers needs.
- Assist the catering team in receiving, checking in and appropriately storing away the delivery of catering supplies.
- Ensure that food and beverage merchandise for sale is replenished to maximise bistro sales.
- Record all food and beverage orders accurately on the till to ensure accurate reporting of results and to assist in stock control and menu planning.
- Provide support to customers in preparing their personal shopping orders and where required arranging delivery to their household.
- Ensure that the bistro area is maintained to a high standard of cleanliness and presentation at all times by clearing away tables and undertaking cleaning tasks as required and in accordance with the work scheduled as part of the catering team responsibilities.
- Assist the cook/head chef in the opening, closing and cashing up of the till in accordance with procedures.
- Maintain health, safety and hygiene control procedures by ensuring food safety and hygiene standard are at all time adhered to within the main kitchen, bistro and in the food services provided to other village function suites or resident households in accordance with Belong Policies and Procedures.
- Report all maintenance repairs or equipment defects in accordance with policy and procedures.
- Support the cook's by responding positively to customer feedback and complaints to ensure that services continue to meet and wherever possible exceed customers expectations..
- Ensure the health, safety, comfort and wellbeing of customers by appropriately dealing with emergencies and/or reporting concerns to an appropriate member of the team.

Team Participation

- Assist the cook/head chef with preparation of food and in undertaking kitchen cleaning tasks as required and in accordance with work schedules.
- Provide host catering support to the function suites as required to service corporate or private events within the village.
- Maintain effective communication with all members of the catering and front of house team to ensure the efficient running of the bistro, kitchen and function suites.
- Contribute positively to the effectiveness and efficiency of the team by attending meetings, training session and team performance reviews.
- Develop good working relationships with customers, support teams and other outside agencies.
- Ensure that the village is a safe place to live, work and visit by following health & safety procedures.
- Respond to first aid emergencies as appropriate.
- Undertake any other reasonable tasks within the catering team as directed by the cook, head chef or catering & hospitality manager.

Learning & Development

- Undertake learning and development activities that have a legal or organisational requirement.
- Maintain a portfolio of evidence of ones own learning and development as part of an ongoing personal development journal.
- Act as a mentor for any new team member as requested by the Cook or Head Chef.

PERSON SPECIFICATION – Catering / Bistro Assistant



FACTORS	ESSENTIAL	DESIRABLE
Special qualities/personal attributes	<ol style="list-style-type: none"> 1. Passionate about delivering a quality catering service and in delighting customers. 2. Attention to detail in all areas of the catering service. 3. Flexible 'can do' attitude in response to requests for menu variations/changes. 4. Helpful in a variety of situations and approachable particularly when working under pressure during peak times/ busy periods. 5. Willingness to learn and commitment to undertake further training and development. 6. Reputation for being honest and reliable. 	
Skills, abilities & experience	<ol style="list-style-type: none"> 7. Serving customers in a catering or non catering environment. 8. Working under pressure to meet deadlines. 9. Responding to customer requests and handling complaints. 10. Working as part of a team. 11. Following instructions and adhering to health & safety policies and procedures. 	<ol style="list-style-type: none"> 12. Taking and processing customer food and beverage orders. 13. Plating up and serving food orders. 14. Cash handling and till work. 15. Preparing food for cooking. 16. Using commercial catering equipment. 17. Safe moving and handling of equipments and heavy loads.
Qualifications/knowledge	<ol style="list-style-type: none"> 18. An appreciation of the importance of following instructions and in adhering to H&S policies and procedures. 19. The importance of effective team work and communication. 20. How to respond appropriately to customer complaints. 	<ol style="list-style-type: none"> 21. Basic Food Hygiene Certificate. 22. Understanding of relevant health, safety and food hygiene regulations. 23. A current First Aid Certificate.

Information Pack

Contents:

1. The role and how this supports the delivery of Belongs Vision.
2. The recruitment, selection and induction Process.
3. The job description.
4. The person specification, outlining the criteria for selection.
5. The methods that will be used assess candidate's suitability.
5. The Belong values in action.
6. The application form.
7. The equal opportunities monitoring form.

1. About the role

Belongs vision seeks to meet the needs and aspirations of our customers by supporting older people to live their lives through the creation of unique village communities. It sets out to deliver this through the development and delivery of bespoke packages of care and support, wherever the older person chooses to live, whether this is in their existing home within the community that Belong serves or within one of our village schemes. A Belong customer therefore may be someone we support 'at home,' in one of the village apartments, or in one of the village's specialist care households.

To ensure that we deliver on our vision, Belong has adopted a multi-skilled and team focused staffing model that relies on individuals and teams being flexible and responsive to the changing needs of our customers. This can only be truly achieved when demarcation of team member's roles is at a minimum. The building of relationships both with the older person and their family is of great importance in being able to provide appropriate care and support and this is promoted, through the role of Support Worker as a Belong Life Style Companion. The multi-skilling of team members ensures that disruptions to our customer's lives are kept to a minimum, with a friendly, caring and familiar faces tending to all the persons needs, wherever they live. This approach will help to reduce the need for many people to provide different aspects of care and support which can lead to increased stress, anxiety and confusion, particularly, for a person who is living with dementia. Therefore selecting people who are flexible and adaptable and willing to lend a helping hand in any situation is advantageous.

The Catering and Hospitality Team make a valuable contribution to the services Belong provides to the community by ensuring that customers enjoy high quality catering services within village facilities that are well maintained, attractively presented, clean and safe. The specialist care household environment is small scale and domestic in appearance and the kitchen is very much seen as the heart of the home and enables meals and meal times to reflect the needs and wishes of the residents who live within them. Everyone using our care and support services has a personal life plan that specifies their catering needs and preferences together with the help that they require.

The Catering & Hospitality Manager has responsibility for all aspects of the catering operation across the villages and provides training and guidance to teams on menu planning, food preparation, cooking, kitchen safety and hygiene to ensure the health, safety and wellbeing of all our customers and team members.

The village continental style bistro and function suites are busy places and make for a vibrant community and members of the Catering and Hospitality Team have the privilege of observing the most important occasions in peoples lives. Our Head Chef and Cooks are responsible for ensuring the smooth day to day running of the Kitchen and catering services within the village and most importantly for producing food that is delicious as well as nutritious and attractively presented. Good food and hospitality is the glue that holds a successful event or the special occasions together. Our Catering Assistants are responsible for looking after customers visiting the Bistro and for serving guests attending corporate or private events within one of the function suites. Whether it is an intimate dinner for two in the Bistro, a gathering of friends and family for Sunday lunch, afternoon tea, a working lunch time meeting or a large scale celebration party in the village Venue, the Catering and Hospitality Team work closely with the Front of House Team to ensure our customers feel they have been well looked after and leave happy to return, confident that their experience next time will be just as pleasurable and memorable.

The Catering and Hospitality Team will also ensure that the support required is delivered in a manner and style that complies with organisations standards and legislative requirements and they will do this by continually

interpreting and modeling the actions and behaviours that underpin our values and approach to supporting our customers to other members of the Belong team.

This is truly a wonderful opportunity to contribute to the development of a unique, innovative service to the community. So, if you have a passion to serve older people, are flexible in your approach to work and that kindness, common sense, an eye for detail and a 'can do' attitude are your greatest qualities we'd love for you to apply! In return for your commitment to providing the best service to our customers, Belong will ensure that you receive the support; training opportunities and the level of responsibility and accountability that you will need to deliver on your objectives and enjoy what is a satisfying, flexible, creative and rewarding role.

2. The Recruitment, Selection, Induction and Probation Process

Recruitment Session

Belong seeks to attract people who value older people and can demonstrate this through their attitude and behaviours. A core value of Belong, is that we "take the lead from our customer". Job descriptions and person specifications have been drawn up in consultation with our customers, and our selection process designed to ensure that older people and those that represent their interests, as relatives, friends and professional carers are fully involved in the selection of new team members.

All short-listed candidates will therefore need to be prepared to attend for a full day at one of our Belong Village schemes. The selection day provides candidates with the opportunity to view our facilities and meet with residents, relatives, other caring members of the Belong Community. Candidates invited to attend for the day, will receive a presentation on the purpose and values which underpin the design and operation of this awarding winning development for older people. The day also enables members of the selection panel to gain insight into each candidate as 'a person' and provides the opportunity for candidates to find out more about Belong and to come to a decision on whether this is the role they have been looking for!

The success of all applications will therefore be determined by the feedback we receive from the members of the selection panel, so prior to the selection day, candidates are advised to have given some thought as to what they feel they can bring to the role and how they feel they can personally contribute to supporting the Belong team to deliver on the Belong Vision, Strategy and Underpinning Values.

Employment Checks

The selection panel's decision to offer a candidate employment with Belong will be subject to the candidate satisfying the necessary employment checks. Successful candidates will therefore be required to return to their prospective Belong Village base within a week of being notified of their conditional offer of employment, and to bring with them the necessary information that is required for us to obtain a satisfactory Enhanced Criminal Records Bureau Check, References and Medical Clearance.

Induction and Probation

Confirmation of employment for all new members of the Belong Team will also be subject to satisfactory completion of a probationary period. Newly appointed team members are therefore required to attend in full, and satisfy the performance standards required of them during their induction programme. The induction and probationary period should be seen by new team members as an opportunity to demonstrate their potential for fulfilling their role.