

ROLE PROFILE

Role Title:	Kitchen Assistant
Department:	Retirement Living and Care Services
Role Purpose:	To assist in the preparation and presentation of meals, working to instruction as well as on your own initiative, washing up, cleaning of the Kitchen and ancillary areas.
Reporting to:	Scheme Manager
Responsible for:	None
Disclosure level:	Enhanced
Role Level:	Frontline Worker

Key Role Responsibilities	<p>To comply with all of the appropriate legal requirements, within the catering department.</p> <p>To assist, as directed, with all aspects of preparation, the presentation of food in line with revised specification and to receive any training, as necessary.</p> <p>To assist at service time, by serving menu items to customers, as directed, in line with the company standards and to promote a friendly atmosphere.</p> <p>To maintain the company standard of hygiene and safety and to take any action, as necessary.</p> <p>To receive any training as necessary, to maintain standards in the unit.</p> <p>To undertake all aspects of cleaning - walls (Up to 6 feet), floors, fixtures and fittings, pots, pans, cutlery, crockery, glassware, in line with company specification and in accordance to the cleaning rota, or as required or directed.</p> <p>To ensure tables are cleaned and cleared during service times and are re-laid as required.</p> <p>To assist in loading service counters, as and when directed and to ensure on sufficient supplies throughout the service period.</p> <p>To assist in the loading and unloading of the catering van with cook chill items and make the deliveries to the required midland heart sites, in line with the food handling procedure.</p> <p>To promote and uphold the Midland Heart policy on equal opportunities.</p> <p>To undertake the duties that commensurate with the grading of the post as may be required.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p>
----------------------------------	---

Education, Qualifications and Training	<p>Minimum of Food Safety Level 2 qualification or must be obtained within the first 6 months of employment.</p>
Knowledge and Experience	<p><u>Knowledge:</u></p> <p>To provide verbal and on occasions written reports for a range of purposes.</p> <p>To be able to be part of a team working within a specific scheme and as required across other Midland Heart schemes.</p> <p>Knowledge of good practise relating to the catering industry.</p> <p>To contribute to service delivery plans and achieve results.</p> <p><u>Experience:</u></p> <p>Experience of working within commercial kitchens preferred.</p> <p>Experience of face to face customer service.</p> <p>Cook chill experience desirable.</p>
Role Specific Skills & Behaviours	<p><u>Skills:</u></p> <p>To be able to be confident in driving the catering van.</p> <p>To be able to work to a cleaning schedule.</p> <p>To be able to assist chefs within the area of food preparation.</p> <p>To be confident in operating and basic till and cash handling.</p> <p>To deliver outstanding customer service, along with promoting a friendly atmosphere for customers and staff.</p> <p><u>Behaviours:</u></p> <p>Enthusiastic and committed to personal development.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Ensure on a consistent high quality of service delivery.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>