

## Role Profile

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| <b>Role Title:</b>       | Kitchen Assistant  |
| <b>Department:</b>       | Retirement Living and Care Services  |
| <b>Role Purpose:</b>     | 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. |
| <b>Reporting to:</b>     | Scheme Manager   |
| <b>Responsible for:</b>  | None   |
| <b>Disclosure level:</b> | Enhanced DBS and Social Media Check  |
| <b>Role Level:</b>       | Frontline Worker   |

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| <b>Key Role Responsibilities</b> | <ul style="list-style-type: none"> <li>• To comply with all of the appropriate legal requirements, within the catering department.</li> <li>• 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.</li> <li>• 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.</li> <li>• To maintain the company standard of hygiene and safety and to take any action, as necessary.</li> <li>• To receive any training as necessary, to maintain standards in the unit.</li> <li>• 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.</li> <li>• To ensure tables are cleaned and cleared during service times and are re-laid as required.</li> <li>• To assist in loading service counters, as and when directed and to ensure on sufficient supplies throughout the service period.</li> <li>• 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.</li> <li>• To promote and uphold the Midland Heart policy on equal opportunities.</li> <li>• To undertake the duties that commensurate with the grading of the post as may be required.</li> </ul> |
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|   | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| <b>Education, Qualifications and Training</b> | <ul style="list-style-type: none"> <li>Minimum of Food Safety Level 2 qualification or must be obtained within the first 6 months of employment.</li> </ul>  |
| <b>Knowledge and Experience</b>               | <ul style="list-style-type: none"> <li>Knowledge of good practice relating to the catering industry.</li> <li>Experience of working within commercial kitchens preferred.</li> <li>Experience of face to face customer service.</li> </ul>   |
| <b>Role Specific Skills &amp; Behaviours</b>  | <p>Skills:</p> <ul style="list-style-type: none"> <li>To be able to be confident in driving the catering van.</li> <li>To be able to work to a cleaning schedule.</li> <li>To be able to assist chefs within the area of food preparation.</li> <li>To be confident in operating and basic till and cash handling.</li> <li>To deliver outstanding customer service, along with promoting a friendly atmosphere for customers and staff.</li> </ul> <p>Behaviours:</p> <ul style="list-style-type: none"> <li>Enthusiastic and committed to personal development.</li> <li>Understanding of and commitment to the principles of equality and diversity.</li> <li>Ensure on a consistent high quality of service delivery.</li> <li>Understanding of and commitment to the principles of equality and diversity.</li> </ul> |