



## Catering Assistant

### Job Description

<b>Faculty / Department:</b> <b>Campus:</b>	Facilities		
<b>Responsible to:</b>	Catering Manager		
<b>Responsible for:</b>	N/A		
<b>Grade:</b>	Salary: £23,555 per annum, pro rata (SCP 6, Grade 1) Actual salary: £14,531 per annum	<b>Hours:</b>	Part time, 26.5 hours per week, Term Time Only, 38 weeks per year, permanent, (0.8 FTE)

#### Role Summary:

To assist generally in the catering outlets with preparation, presentation and service of food and beverages within the catering department.  
You will need to support the Catering supervisor to deliver a quality service to our students, staff and visitors.

#### Main Duties and Responsibilities:

##### Work Processes and results

Whilst flexibility is required at all times, the main focus and specific range of duties for each role of Catering Assistant will vary depending upon the location of the role, the particular strengths of individuals and the range of the business demands at any time. The typical range of duties of this post will include:

- To provide excellent customer service experience for Staff, Students and Visitors and be responsive to their needs.
- Feel comfortable dealing with face to face customer service.
- Ensure food and goods is displayed and restocked appropriately in the retail areas following good stock control and rotation methods.
- Work towards and maintain agreed performance standards.
- Operation of the tills with an understanding of cash handling, credit card payments and voucher systems.

- Maintain the cleanliness of equipment and all work areas.
- Deliver and serve refreshments in all areas across campus including Hospitality and events.
- Ensure all Health and safety, food hygiene, fire procedures and standards are followed.
- Proven ability to work in fast paced environment

### **Team Work**

- To be able to work as part of a team or individually as required.
- To work flexibly to meet the needs of the business, and to provide cover for other member of the team, in times of absence.
- To work closely with the other Departments, as well as with partner agencies.

### **Communication**

- Communicate effectively across a wide range of audiences whilst providing excellent customer service.

### **Personal Development / Performance**

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

### **Equality, Diversity & Inclusion, Health and Safety and Strategy**

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.
- A uniform will be provided which must be worn whilst on duty. The post-holder will be responsible for the laundering of their uniform

### **College Values**

- To demonstrate and uphold the College's values.
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College and inclusive environment in which to learn and work.

### **Safeguarding of Children and Vulnerable Adults**

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

**General Data Protection Regulation and Data Protection Act 2018**

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

*This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the postholder.*

*These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the postholder.*

*This Job Description and Person Specification is accurate as at June 2025. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.*

## PERSON SPECIFICATION

## Catering Assistant

03 June 2025

	<p>ability to work flexibly and during evenings when necessary.</p> <ul style="list-style-type: none"> <li>• Ability to work independently and on own initiative.</li> <li>• Flexible approach to learning.</li> <li>• Proven ability to work in fast paced environment</li> </ul>	<p>I</p> <p>I</p> <p>I</p>		
<b>Other</b>	<ul style="list-style-type: none"> <li>• Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties.</li> <li>• Ability to travel between, and work from Burslem and Caudon campuses as required.</li> </ul>	<p>I</p>		



## **TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.**

### **Conditions of Appointment**

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

### **Pension Arrangements**

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

### **Working Hours**

The standard full-time working week for all staff is 37 hours.

### **Maternity, Paternity & Adoption**

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

### **Sick Pay**

The Company has a scheme of enhanced sickness benefits.

### **Training and Development**

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

### **Holidays**

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out

in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

### **Staff Parking**

Free and ample parking space is available on both sites, subject to availability at peak times.

### **Salary Payments**

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

### **Notice Periods**

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

### **Location of Work**

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

### **Equality of Opportunity**

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.