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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Relief Catering Assistant

**SALARY**: £9.50 per hour

**LOCATION:** Bught Catering (Café Aqua, Café Botanics. Canal Park, Bellfield Park)

**HOMEWORKING:** This post is not suitable for home working

**RESPONSIBLE TO:** Assistant Manager (Events)

**JOB PURPOSE:** To be responsible for delivering the highest possible standards of service to the customers in the Bught Catering Operation

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

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|  | To deliver a high standard of friendly and professional service to all customers using High Life Highland (HLH) |
|  | To assist in the professional operation of HLH’s Catering Operation contributing to a safe, healthy, hygienic and professional environment |
|  | To assist with the preparation and service of all meals |
|  | To ensure that company and statutory policies and regulations regarding Food Hygiene and Health and Safety are complied with, at all times. |
|  | To ensure the correct storage and labelling of food in accordance with health and safety standards. |
|  | To ensure all equipment and work areas are hygienically kept to a very high standard. |
|  | To report any complaint, compliment or incident of accident or near miss, fire, theft, loss, damage or other irregularity to the Duty Supervisor. |
|  | To ensure all equipment is working and maintained within working parameters. And that faults are reported. |
|  | To assist with the delivery of the Company’s Role Model Behaviours document and support any quality initiatives throughout the facility at any one time. |

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date:** April 2021

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Relief Catering Assistant

**LOCATION:** Bught Catering (Café Aqua, Café Botanics. Canal Park, Bellfield Park)

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. **EXPERIENCE**

* To have worked in a busy customer focused food service outlet with importance on Customer Service
* Cash handling experience is desirable

1. **EDUCATION AND QUALIFICATIONS**

* Certificate in appropriate sector course – basic food hygiene (or be able to achieve the same within 3 months of appointment)

1. **SKILLS/ATTRIBUTES GENERAL**

* Be able to work on own initiative as well as part of a team;
* Be able to deliver upon instruction;
* Be able to work well under pressure, and at a fast pace;
* Excellent time-keeper;
* Be able to plan, prioritise and multi-task;
* Be open to new ideas;
* An ability to anticipate new customer demands in the industry;
* Have a willingness to “promote and sell”.

1. **SKILLS/ABILITIES SPECIFIC TO THE POST**

* Certificate in appropriate sector course – basic food hygiene (or be able to achieve the same within 3 months of appointment)

1. **INTERPERSONAL AND SOCIAL SKILLS**

* Good communication skills;
* Flexibility;
* Good sense of customer care in dealing with the public.