

**PERSON SPECIFICATION
CATERING ASSISTANT**

	ESSENTIAL	DESIRABLE
Education and Key Knowledge	<p>Good basic standard of education.</p> <p>Demonstrable understanding of Health and Safety and licensing issues in a venue licensed to serve food and alcoholic beverages.</p>	<p>Personal licence, first aid certificate.</p> <p>IT qualification.</p> <p>Level 2 Food Hygiene Certificate</p>
Relevant Skills and Experience	<p>Effective customer service skills.</p> <p>Effective communication and interpersonal skills.</p> <p>Experience of working without constant supervision as part of a team and on own initiative.</p> <p>Ability to deal with challenging situations.</p> <p>Enthusiastic and self-motivated.</p> <p>Willingness and ability to work with, and support a team.</p> <p>The ability to be confident and positive when dealing with complaints and difficult situations.</p> <p>Able to self-motivate, use own initiative, multi task and work calmly under pressure.</p> <p>High attention to detail and able to ensure the smooth running of operations.</p>	<p>Experience of working in a catering environment.</p> <p>Experience of food and beverage preparation.</p> <p>Personal Licence Holder.</p> <p>Experience of sales and cash procedures preferably gained in a previous catering establishment.</p>

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<p>Key Competencies</p> <p>Customer Focus The ability to work collaboratively, in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.</p>	<p>Understands who the service's customers are, and their relevant requirements from own area of operations and its services.</p> <p>Considers customer feedback and anticipates future customer requirements.</p> <p>Contributes to establishing clear customer service and quality standards for the service.</p> <p>Uses feedback to identify ways of improving customer service.</p> <p>Takes ownership of customer issues and ensures that they are resolved.</p> <p>Takes action to improve service to meet the diverse needs of customers.</p>	
<p>Personal Effectiveness and Development The ability to take responsibility for your own actions and behaviour, maximising your effectiveness, including being aware of the impact of your behaviour upon others and demonstrating a commitment to continuous self-development.</p>	<p>Strives for continuous improvement, achieve high standards.</p> <p>Takes personal responsibility for making things happen.</p> <p>Manages own time well, prioritising work effectively.</p> <p>Seeks out and acts upon feedback upon own performance.</p> <p>Accepts constructive criticism positively.</p> <p>Takes responsibility for own development, actively seeks out opportunities for self-development.</p>	

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<p>Key Competencies Continued</p> <p>Communication The ability to use interpersonal skills to communicate clearly and concisely, including the ability to recognise and understand the feelings and concerns of others.</p>	<p>Takes time to listen to what others have to say.</p> <p>Presents information clearly, concisely, objectively and accurately.</p> <p>Listens actively, asking questions and clarifying points to check understanding.</p> <p>Shares important information promptly with all those who need it.</p>	
<p>Special Requirements</p>	<p>Flexible approach to duties, and locations around the venues.</p> <p>Availability to work flexible daytime, evening, weekend and Bank Holiday shifts.</p>	<p>Able to work flexibly according to the needs of the service over the busy summer season</p>
<p>Equality</p>	<p>Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.</p>	