



SOUTH LANARKSHIRE
Leisure & Culture

Facilities Assistant - Catering Job Profile

Service: Cultural Services	Grade Scale: Grade 1 Level 2
Reports to: Venue Supervisor	

Purpose of Job
To ensure the efficient operation and management of a comprehensive catering service within a cultural venue. To maintain quality and hygiene standards, prepare and cook food in accordance with cook safe procedures and to operate and maintain kitchen machinery.

Key tasks and responsibilities
<ul style="list-style-type: none">• To manage function work including conferences, weddings providing a comprehensive catering service for weddings, private functions and corporate meetings• Supervision of a team of bar staff during performances and events..• To undertake and ensure the provision of a quality catering/bar service and advising management of any stock or quality control issues.• To undertake cash counting, balancing and recording of financial transactions.• To prepare, cook and present a varied selection of menu items to a high standard.• To undertake practical tasks in relation to the storage, preparation, cooking and service of food including the cleaning of floors, walls, food production areas, equipment and utensils.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none">• Food hygiene qualification	
Skills, knowledge, experience	<ul style="list-style-type: none">• Experience of working in a catering facility	<ul style="list-style-type: none">• Experience in working in a customer facing role• Supervisory experience
Personal Qualities	<ul style="list-style-type: none">• Friendly, customer focus skills.• Use own initiative.• Work as part of a team	
Other		

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

Own It – what can you do

- Are motivated to deliver the best possible services.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.

- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.