

Job Description & Person Specification

Job Title	Catering Assistant
Division/Location	Care Catering
Reporting to	Cook Manager
Weekly Hours	As Advertised
Grade/Salary	£9.50

Job Description
The Role:
To work as part of a Catering team in various Care Schemes across Norfolk, to provide an efficient catering service. Ensure the highest standard of customer service is delivered and quality is consistent across our Care Schemes in line with Service Level Agreement with our Client – Norse Care.
Main Responsibilities:
<ul style="list-style-type: none">• Assist the Cook Manager with the preparation and cooking of all residents meals and snacks.• To have basic understanding of H.A.C.C.P, to ensure adherence to H.A.C.C.P and all tasks once completed are signed off on Cypad (Norse Group Kitchen Manager Software).• To attend quarterly staff meetings and record attendance on Cypad.• To carry out cleaning tasks and washing up in line with cleaning Rota and sign off on Cypad.• To assist with the service of meals.• Comply with Food Hygiene, Health and Safety and QA procedures.• To complete all company training via the company's e learning platform – The Learning Hive.
Other Duties
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:
<ul style="list-style-type: none">• Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.• Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.• Demonstrating personal commitment to the Norse Way CSR Strategy.

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Health and Safety Regulations.	Essential	AF/I
Experience	Previous experience within a similar role .	Desirable	AF/I
	Proven record of accomplishment of working in a customer facing role.	Essential	AF/I
Skills/Abilities	Excellent customer service skills.	Essential	AF/I
Other Requirements			

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	