

**Job Title:**  Catering Assistant

**Organisation:**  The Larder West Lothian

**Reports to:** Hospitality Lead

**Salary:** Living Wage

## **Summary and main purpose of role:**

Our Catering Assistants contribute to the Larder’s success by providing excellent customer service to all our customers throughout our café locations and bakery. If you are a person who enjoys working with the public, providing an excellent level of customer service at all times and having fun, then we would love to hear from you!

As a member of The Larder team you will be a positive role model and engage with our trainees and customers in a friendly and professional manner. You will be reliable, enthusiastic and remain consistent with our company values. You will have great communication skills, a friendly and engaging personality and a committed team player.

This may require you to work flexibly across our café and bakery locations in West Lothian, working hours to be negotiated.

**Key responsibilities for the role include:**

* Assist in the preparation of our café counters before, during and at the end of service
* Serving customers with a smile ensuring they walk away happy with an enjoyable experience
* Serving espresso coffee and teas, alongside other hot and cold beverages
* Support the Hospitality Lead in preparing food items for the day
* Monitoring the online ordering app ensuring orders are complete in a timely manner
* Keep up to date with special promotions and create displays
* Be knowledgeable about our products and services
* Operate the till and handle cash/card transactions
* Keep all areas clean and tidy including customer areas
* Follow food safety procedures and keep records up to date
* Undertake all cleaning rotas in the café, kitchen and related areas
* Respond promptly and professionally to any customer feedback, comments or complaints
* Have fun, learn, develop and meet some amazing people

**Managing Self:**

* Maintains a calm demeanour during periods of high volume or unusual events to ensure café and bakery is operating to standard and set a positive example for others
* Work with the Hospitality Lead to put in place a CPD plan. Take ownership of the CPD plan and ensure that it is implemented and regularly reviewed
* Work closely with colleagues to ensure full use of available skill sets
* Undertake other duties that may be required to ensure effective and efficient operation of the café/bakery.

**Standard Responsibilities for all positions in The Larder:**

* Participate in any staff review/performance management processes involving the identifying and meeting of training needs for self and others.
* Take appropriate responsibility to ensure the health and safety of self and others.
* Pursue the achievement and integration of equal opportunities throughout all activities.
* Undertake any other tasks and responsibilities appropriate to the level of this post.
* Comply with all Larder policies and procedures
* The Larder is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share and promote this commitment.

**Benefits Include:**

* Company pension contribution of 3% (currently under review)
* 29 days’ annual leave (pro rata for part time staff)
* 2 staff wellbeing days each year
* Access to company health and wellbeing support
* Commitment to continued professional development

All Larder staff are required to apply for a PVG disclosure as you may be asked to be in sole charge of vulnerable children, young people or adults. A disclosure is an impartial and confidential document that details an individual’s criminal record and where appropriate gives details of those who are banned from working with children.

**Person Specification**

|  | **Essential** | **Desirable** | **Method of assessment** |
| --- | --- | --- | --- |
| **Qualifications/ Training:** | |  |  |
| Barista Training |  | ✓ | Application Form and Interview |
| Food Hygiene Certificate |  | ✓ | Application Form and Interview |
| **Experience** | | |  |
| Experience working in front of house positions | ✓ |  | Application Form and Interview |
| Experience of food preparation |  | ✓ | Application Form and Interview |
| Cash handling experience |  | ✓ | Application Form and Interview |
| **Skills and Knowledge:** |  |  |  |
| Able to work within a team and on own initiative |  | ✓ | Application Form and Interview |
| Excellent communication, interpersonal and customer service skills | ✓ |  | Application Form and Interview |
| **Attributes / Other Requirements:** |  |  |  |
| Demonstrates enthusiasm, confidence and pride in yourself and others’ abilities and bring out the best in others | ✓ |  | Application Form and Interview |
| Have an excellent work ethic and pays attention to detail | ✓ |  | Application Form and Interview |
| Self-motivated and proactive with the ability to use initiative and take responsibility | ✓ |  | Application Form and Interview |