

CATERING ASSISTANT INFORMATION PACK



The Larder West Lothian
Registered Charity SC042554
Company Number SC404466
www.thelarder.org



**Fighting Poverty and Hunger
with Dignity.**

**We recognise that education is
critical and food is empowering
in supporting disadvantaged
people to transition from
surviving to thriving.**

**We solve tomorrow's problems,
today.**

ABOUT THE LARDER

The Larder is committed to creating a more equal and just Scotland through the alternative economic model of social enterprise and calling for a Scotland without poverty, where everyone has the opportunity to achieve their full potential and the right to food is enshrined in Scots law.

We are a social enterprise that combats poverty and hunger, through 4 key strands:



01. TRAINING

for young people and adults who experience complex and multiple barriers to reaching their full potential.



02. SOCIAL FOOD

providing dignified responses to food insecurity and making sure no-one in West Lothian goes hungry



03. ENTERPRISE

projects that create solutions to social problems, improving life chances, the creation of living wage jobs and generating surplus to support the charitable aims of the organisation.



04. CAMPAIGNING

working with other charities to call on Governments for systemic changes that will eradicate poverty in Scotland .

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It is our mission to empower the most disadvantaged children, young people, adults and communities to improve their life chances, through access to learning and good food.

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MISSION

OUR VALUES

We live and breathe the values of Transformation, Compassion, Collaboration, Honesty and Quality, embedding these into every aspect of our organisation.



TRANSFORMATION

We believe in the power of learning and food to create change for individuals



COMPASSION

We make every effort to understand the feelings and emotions of every one of our beneficiaries.



COLLABORATION

We recognise the importance of working with others to achieve change



HONESTY

We act with honesty in leadership, decision making, policies and practice



QUALITY

We provide high quality services supporting those most vulnerable in society.

ROLE PROFILE

Job Title:	Catering Assistant
Reports To:	Cafe Supervisor
Contract:	Permanent - Full Time
Hours:	37.5 hours per week
Salary Scale:	Living Wage
Location:	Various Larder locations across West Lothian

Closing Date: Sunday 14th September

Shortlisting Date: Monday 15th September

Interview Dates: WC 22nd September

Do you enjoy working with members of the public and delivering excellent customer service?

We'd love to hear from you!

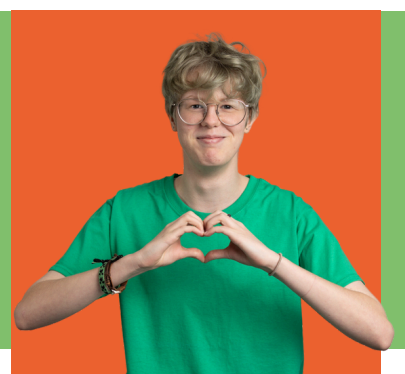
We're looking for enthusiastic and reliable Catering Assistants to join our team and be part of our exciting journey across our bustling cafes and artisan bakery.

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 is a full-time role working across our cafés and bakery in West Lothian on a rota basis, giving you the chance to experience different locations and enjoy variety in your day-to-day work. Previous front-of-house experience is essential.

It's a rewarding position where you'll be part of a supportive wider team, including training and support staff, all working together across multiple locations.



JOB DESCRIPTION

Key Tasks & Responsibilities:

- 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 Cafe Supervisors and Chefs 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
- Ensure the community shop/pantry is well stocked at all times
- Assist with external events such as markets and stalls
- 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, food pantry and bakery is operating to standard and set a positive example for others
 - Work with line manger 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.
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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.

Practical Requirements:

- Current driving licence and access to a car for work travel purposes is desirable as travel will be required between Larder sites across West Lothian
- Able to work flexible hours and location as required

Staff Benefits:

- 29 days leave (inclusive of public holidays)
- 2 Health and Wellbeing days each year
- Company pension contribution of 3% (under review)
- Company sick pay scheme
- Opportunities to shape the future work of the organisation
- Access to company health and well being support
- Commitment to continued professional development

To apply for the post, please send a tailored CV and covering letter to the post to recruitment@thelarder.org

The covering letter should be no more than one A4 side and should set out why you want to work with The Larder, expanding on the specific skills that you would bring to the post and how they connect with our values.

Requirements	Essential	Desirable	Method Of Assessment
Qualifications/ Training		<ul style="list-style-type: none"> • Barista Training • Food Hygiene Certificate 	CV and qualifications review
Knowledge and Experience	<ul style="list-style-type: none"> • Experience working front of house • Cash handling experience 	<ul style="list-style-type: none"> • Experience of food preparation 	CV and Interview
Skills	<ul style="list-style-type: none"> • Excellent communication, interpersonal and customer service skills • Ability to work as part of a team and on own initiative • Positive working attitude and the ability to act as a role model to trainees 		CV and Interview
Personal Attributes	<ul style="list-style-type: none"> • Self-motivated and proactive with the ability to use initiative and take responsibility • Have an excellent work ethic and pays attention to detail • An ability to remain calm and maintain a positive outlook whilst working under pressure. • Demonstrates enthusiasm, confidence and pride in own and others' abilities 	<ul style="list-style-type: none"> • Full clean driving license 	CV and Interview

THE LARDER

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@LarderTraining



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