

HAMPSHIRE COUNTY COUNCIL

Data Protection Act 1998. This form will enable us to process any information you contribute to the role profiling process and will be used by Hampshire County Council evaluation panels for job evaluation purposes. At a later date, the information will also be used in other personnel areas, e.g. performance development review, induction, and training and development Processing of information includes storage of records electronically and in hard copy format. Personal data will only be made available to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.

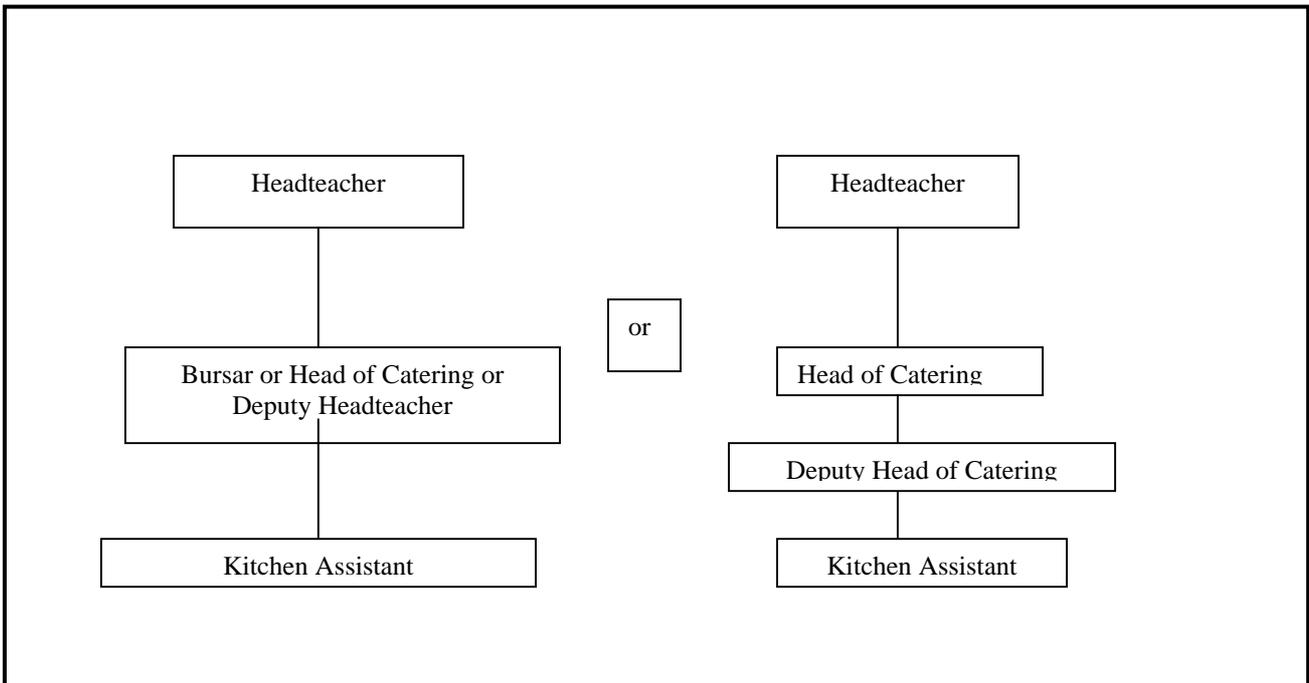
**ROLE PROFILE FORM**

**Section A**

<b>Role Profile Ref:</b>	02025
<b>Department/Section:</b>	Education (Schools)
<b>Role Title:</b>	Catering Assistant
<b>Reports To - (Supervisor/manager's role title) :</b>	Bursar, Head of Catering or Deputy Headteacher, or to above through Deputy Head of Catering
<b>Role Purpose:</b> (why the role exists)	To prepare, cook, and serve nutritional, balanced meals at the correct time. To prepare and dismantle eating areas and carry out cleaning duties.

**Section B Organisation**

Please provide a simple line drawing indicating where the role sits within the organisation in the box below. (See guidance notes with regard to the use of formal organisation charts).



**Section C**

**ROLE REQUIREMENTS**

*This involves identifying the most significant responsibilities of the role. Accountability statements are key functions of the role which in combination make up the main purpose.*

<b>Accountabilities</b>	<b>Accountability Statements</b>	<b>% of Time</b>
<b>Food preparation and cooking of meals</b>	Help prepare, as directed by the Head of Catering or line manager, the required number of food products, following specified menus /special dietary requirements.	15
<b>Setting up and clearing away of dining hall</b>	Within strict time limitation, set up required number of tables, chairs bins and water jugs for service periods within the designated eating areas. At end of service disassemble tables and chairs, clear and sweep eating /outside areas ready for immediate school use.	19
<b>Serving/customer liaison</b>	Serve food following specified portion control guidelines and special dietary requirements. Positively encourage customers to try a variety of food and seek feedback from pupils and teachers on products and service. Handle cash, operate tills/vending machines/cashless card systems where necessary, following strict guidelines..	14
<b>Kitchen cleaning rota and general washing up</b>	Wash up all eating utensils and equipment, sterilising where required, following set guidelines. Complete cleaning duties, following daily and weekly rotas, to ensure health and safety and hygiene standards are maintained.	45
<b>Stock control/receipt of deliveries</b>	Put away daily/weekly/fortnightly deliveries ensuring correct stock rotation and quality control guidelines. Receive deliveries, when directed by unit manager , carrying out quantity, temperature and quality checks.	5
<b>Vending Machines</b>	To clean/fill/empty of cash account for monies collected daily	2
Corporate and statutory initiatives - equalities/health and safety/e-government/sustainability	Ensure health and safety and hygiene procedures e.g.: temperature probing and recording.	

**Section D -The key decision making areas in the role**

*Under supervision and guidance*

- Ensure correct portion size is given to customer.
- Ensure every customer receives a meal and resolve meal number discrepancies.
- Ensure correct prices are charged for each food item
- Ensure correct card is used for given customer in 'cashless' card system

**Section E - The role dimensions - financial (e.g. budgets) and non-financial (e.g. units, workload, customers/staff)**

Up to 200 meals served per day.

**Section F - The main contacts – external/internal customer contacts and purpose**

Customers: pupils, Headteachers, school admin staff, and supervisory assistants. Regular communication with customers to request /receive feedback on food and service provided.

Communicate and work with school administration staff, supervisory assistants, site manager and suppliers to ensure smooth operation of service. This involves negotiating/giving and receiving information, *if requested to do so although such is usually handled by the Head of Catering or line manager.*

**Section G - Working conditions – environment, and physical effort or strain.**

Working temperatures/working environment will vary in units depending on age of kitchen and fixtures and fittings, For example some kitchens will have stone tiled floors which can become slippery due to condensation build up whilst other units will be extremely cold in winter and too hot in the summer due to poor ventilation.

Due to nature of operation catering assistants are required to work within a confined space which adds to additional pressure on team work requirements.

Catering assistants have to be physically fit to carry out duties of job, as job requires lifting and carrying of tables/ chairs and heavy cooking equipment. The job also involves continuous standing.

Due to time pressures (20 - 50 minutes service period) catering assistants have to work at a consistently fast pace. There are additional time constraints to work within, due to the school using hall and classrooms prior to and after dinner period.

**Section H - Context/additional information**

Please note that a catering assistant may do all or just some of these duties depending on the number of hours contracted to work per day, e.g.: an assistant working 2 hours may only put tables and chairs up and serve over dinner period. The accountability statements are undertaken by all catering assistants, although the *time spent on each* is dependent on contracted hours.

Employees on occasion work more than their contracted hours to complete work load and fulfil school requests. This is due to the community spirit that operates in many schools.

Community schools may produce functions during evenings/weekends and school holidays.

