



**WELWYN
HATFIELD**
Working better, together

Role Profile

This section provides key information relating to the role

Job Title:	General Assistant		
Post No:	P01821	Grade:	B
Team:	Place	Location:	The Hive - Hatfield
Responsible to:	Kitchen Manager		

Overall job purpose:

To assist in the provision of a high-quality catering service for the centre delivering excellent customer service and maintaining a high level of cleanliness, and attention to detail whilst preparing hot and cold food and drink.

Key areas of focus:

1.	To undertake basic food preparation and production as directed, e.g., preparation of vegetables, sandwich making, plating up food and platters.
2.	To serve food and drink to customers in Freddie's Den, the Dining Room or seated at tables.
3.	To provide a high level of customer service to all service users.
4.	To clear crockery and cutlery from the dining areas and to wash up catering equipment and utensils using dishwashing machines and/or manual means as necessary.
5.	To assist in maintaining high levels of hygiene in the kitchen, soft play area and other catering areas. To carry out dedicated cleaning of equipment and/or areas as per approved cleaning schedules.
6.	To operate a till and take payment for food services.
7.	To report any equipment breakdowns or accidents to the Kitchen Manager.
8.	To attend any training that is required.
9.	To maintain an up-to-date basic food hygiene certification.
10.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
11.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
12.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

Classification: Unrestricted

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Good general standard of education or equivalent relevant experience	x		AP
Experience of using an Electronic Point of Sales System		x	AP
Experience of cash handling	x		AP/AS
Experience of working in a customer service environment	x		AP/IN
Basic food hygiene certificate		x	AP
Skills and abilities			
Ability to understand written and spoken instructions	x		IN/AS
Ability to work as part of a team	x		IN
Good communication skills	x		IN
Other attributes			
Ability to lift and carry ingredients and kitchen equipment	x		IN
Able to work on your feet for the length of your shift	x		IN
Prepared to work as and when required, often at short notice	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.