



Job Description

Job title: Catering Assistant

Responsible to: Catering Manager

Location: Shropshire Hills Discovery Centre, School Road, Craven Arms, Shropshire, SY7 9RS

Company Overview

Since 1st April 2014, the Discovery Centre has been managed by the charity Grow Cook Learn (GCL), which emerged from the successful horticultural, catering and training activities of the funded local Grow Cook Share project. GCL is maintaining and revitalising the Centre and its Onny Meadows so that it becomes a financially self-sustaining social enterprise. Our mission is to make it:

- an education and training centre for food-related skills;
- a visitor attraction linking food, history and landscape in the Shropshire Hills and;
- a leisure resource for visitors and local residents.

Our vision relates positively to the Shropshire Hills Sustainable Tourism Strategy identifying the area as “a destination of discovery, which involves some effort on the part of visitors but where the effort can be greatly rewarded”. It also supports the Sustainable Tourism Strategy objective of “Delivering the Local Food Experience” which includes:

- Raising the quality and accessibility of catering available throughout the area for all budgets;
- Promoting a range of opportunities for visiting, experiencing and purchasing from local food and drink suppliers; and
- Strengthening the availability and creative use of local produce in catering outlets.

Our plan is to build on the excellent facilities already available at the Centre while working towards a refurbishment that develops our main themes: “The Story of Food” and “Home of the Hillforts”.

Job purpose:

The core purpose of this role is to work as part of the catering team, setting up the counter and restaurant, operating the cash register, keeping tables clear and tidying up at the end of service. You will help to ensure maintenance of the highest standards throughout the operation.

You will delight in bringing your enthusiasm and eagerness to exceed customer expectations to our operation. With your can-do attitude and customer focus, you will be serving customers, making hot drinks, assisting in the kitchen and keeping a beautifully presented servery.

Main responsibilities:

- ✓ Embody the Grow Cook Learn ethos and share your passion for local food and its producers with visitors and centre users, in particular our commitment to “Eat the View”.
- ✓ Ensure that our standards of customer service are maintained at all times
- ✓ Undertake all necessary duties required to deliver an exceptional catering service and ensure extremely high levels of food hygiene and cleanliness are maintained throughout the operation
- ✓ Under the supervision of the Catering Manager, ensure that all health and safety measures, legal and hygiene standards, risk assessments and COSHH procedures are observed.
- ✓ Understand the needs of customers with special dietary requirements and be prepared to offer alternatives where appropriate.
- ✓ Maintain a high standard of personal presentation, appropriate communication and suitable conduct when dealing with members of the public and centre users.



- ✓ Undertake all necessary cleaning duties to a high standard including regular clean down of work areas, attending to customer self-clear stations, cleaning tables where necessary, laundry and washing up (manual & machine) and regular cleaning of the kitchen, its surrounds and equipment as directed by the cleaning schedule.
- ✓ Assist in stock control and ordering/receiving/checking deliveries as required.
- ✓ Adopt a flexible approach to your work.
- ✓ Adhere to existing working practices, methods, procedures; undertake relevant training and development activities and respond positively to new and alternative systems.
- ✓ Attend meetings and training as required.
- ✓ Use information technology as required to carry out the duties of the post.
- ✓ Uphold the Equalities and Diversity policy of the company and have an understanding and commitment to anti-discriminatory practices.

Key skills & behaviours

Key skills

- ✓ Customer focused
- ✓ High standards of work
- ✓ Good IT skills
- ✓ Thrives to exceed expectations
- ✓ Focuses on customer needs

Behaviours

- ✓ Enthusiastic
- ✓ Can-do attitude
- ✓ Motivated
- ✓ Trustworthy
- ✓ Excellent hygiene standards

This Job Description does not represent a finite list of duties and you may be called upon to undertake further duties or additional duties not already mentioned but in accordance with your post as (post). This Job Description does not represent a contract of employment.