



## **JOHN McGLASHAN COLLEGE**

### **POSITION DESCRIPTION**

**POSITION:** Catering Assistant

**RESPONSIBLE TO:** Catering Manager

**KEY PURPOSE:** The preparation and supply of quality fresh food to students, staff and external customers and visitors to the school. The food production must meet food hygiene regulations and health and safety standards.

**RESPONSIBILITIES AND SCOPE:** Our focus is on providing consistently high levels of food service delivery, customer service, quality and efficiency.

**KEY TASK ONE** – Ensure all students, staff and customer satisfaction by providing a high level of service and food quality

#### **TECHNICAL COMPETENCIES REQUIRED:**

- Assist in food preparation, service, portion control, food presentation, dishwashing and cleaning
- Knowledge of food safety standards and practices required, health and safety awareness and competency in the safe use of kitchen equipment
- Adhere to the boarding house kitchen's food safety plan
- Ensure complaints are dealt with are passed onto the manager

#### **EXPECTED OUTCOME:**

Student, staff and customer satisfaction from a regular customer survey and food committee

Regular internal meetings, indicates satisfaction with the food and the customer service

**KEY TASK TWO** – Participate as an active team member

**TECHNICAL COMPETENCIES REQUIRED:**

- The ability to work as a proactive team member and working with a diverse team to support the catering operations
- The ability to demonstrate new menu items are prepared correctly and ensure an ongoing standard is consistent
- Complete staff training as required.

**EXPECTED OUTCOME:**

Ensure Student, staff and customers satisfaction

Ensure you have the skills to meet the expected standards and quality and service

**KEY TASK THREE** – To assist in maintaining the school cost of goods budget and meal costs under the guidance of the Chef and Catering Manager

**TECHNICAL COMPETENCIES REQUIRED:**

- A working knowledge of the kitchen procedures
- Follow instruction from the Catering Manager or the Chef

**EXPECTED OUTCOME:**

Cost of goods is maintained within the specifications outlined by the Catering Manager or the Chef

**KEY TASK FOUR** – Maintain and develop a sound working relationship with Students, team member and staff

**TECHNICAL COMPETENCIES REQUIRED:**

- Effectively communicate with other kitchen staff and management team to ensure that students and staff needs are met within the budget parameters
- Follow routine instructions, receive and relay information
- Maintain personal presentation standards

**EXPECTED OUTCOME:**

Management are satisfied with the customer services and food service delivery, and feels confident that requests made to the catering team are carried out in a timely manner

## **KEY TASK FIVE – Compliance with health and safety systems**

### **TECHNICAL COMPETENICES REQUIRED:**

- Understand and adhere to the school's Health and Safety policy and procedures
- Communication skills, provide feedback on health and safety
- Report Hazards, report incidents immediately
- Complete all health and safety and food safety training required to meet compliance

### **EXPECTED OUTCOME:**

Health and safety system fully implemented.

### **PERSONAL SPECIFICATIONS**

- Attention to detail
- The ability to work within a diverse range of people
- The ability to work under pressure and meet deadlines
- Previous experience working in a commercial kitchen or catering venue
- Food safety training
- First aid certificate

You may be required to complete alternative duties by the Catering Manager to complete within his/her capabilities as and when requested to ensure customer satisfaction.