

## JOB DESCRIPTION

**JOB TITLE: General Assistant**

**JOB NO:**

**GRADE: GR1**

**DIVISION: People**

**NO OF POSTS:**

**SECTION: Cityserve**

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES/~~NO~~

### **1.0 JOB PURPOSE**

- 1.1 To work under the control and direction of the Catering Supervisor, Cook Serve Supervisor or Assistant in Charge in the preparation, cooking and serving of food to a daily schedule. To promote the Catering Service at all times ensuring compliance with Customer Care Policies and to comply with regulations relating to Food Hygiene and Health & Safety.

### **2.0 ROLE AND RESPONSIBILITIES**

- 2.1 To assist in the basic preparation of food and refreshments, which may include some cooking.
- 2.2 To assist in the care and cleaning of all kitchen equipment (either Production kitchen, Cook Serve or Dining Centre / Wash up).
- 2.3 To prepare dining rooms, including movement / lifting of dining room furniture and the laying of tables.
- 2.4 To erect and dismantle dining room furniture where necessary.
- 2.5 To serve meals and other refreshments in accordance with either Service Level Agreement / Contractual arrangements.
- 2.6 To assist in the cleaning of the kitchen, dining room and kitchen equipment, including washing up, sweeping and mopping.
- 2.7 To assist in the checking and storage of deliveries.
- 2.8 To maintain at all times standard of dress and appearance as appropriate to policy.
- 2.9 To assist, when necessary, with promotional activities/special events. This may include occasional evening work, i.e. parents evening, taster sessions, etc.

- 2.10 To comply at all times with the City Council Policies and Procedures.
- 2.11 To ensure that all work is carried out in accordance with the legislative requirements of the regulations relating to Food Hygiene and Health & Safety.

### **HEALTH AND SAFETY STATEMENT**

In accordance with Birmingham City Council Safety Policy, Cityserve has a commitment to ensure the health, safety and wellbeing of all our staff.

Cityserve will adequately control health and safety risks arising from our work activities and consult with our employees on matters affecting their health and safety at work.

We will provide information, instruction, supervision and training for our employees ensuring they are competent to carry out their work safely.

Cityserve considers our employees have a major part to play in the success of this Policy by adhering to safety rules and codes of practice set in place to protect all members of staff at work.

### **OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

#### **3.0 SUPERVISION RECEIVED**

- 3.1 SUPERVISING OFFICER JOB TITLE: Catering Supervisor / Cook Serve Supervisor / Assistant in Charge

JOB NO:

- 3.2 LEVEL OF SUPERVISION

1. ~~Regularly supervised with work checked by supervisor.~~
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. ~~Plan own work to ensure the meeting of defined objectives.~~

#### **4.0 SUPERVISION GIVEN** (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
None			

\*Use 1,2 or 3 as in 3.2

## 5.0 SPECIAL CONDITIONS

- 5.1 Required to be available for catering for weekend and evening school activities and special functions mounted by the school e.g. fund raising events, parents/teachers meetings and Governors meetings.
- 5.2 To be available for work during school holidays when leave entitlement is exhausted.
- 5.3 To attain hygiene training, commensurate with your duties.
- 5.4 To attend training courses as required.
- 5.5 To hold a Level 2 Certificate in Food Safety
- 5.6 Term time working to school term dates. Note: i) Some schools are 52 week sites  
ii) Annual leave is taken at same time as schools shut down.
- 5.7 To attend induction course (this may be on site or at Head Office).
- 5.8 To work 3 cleaning days per year that may fall in school holiday period.
- 5.9 There may be some flexibility required around start and finish times according to the needs of the service.
- 5.10 To provide own footwear, which needs to be flat and enclosed with non-slip soles.
- 5.11 This post involves working with children and is therefore subject to a disclosure check through the confidential process administered by the Criminal Records Bureau. As part of the recruitment process to work with children you will be required to provide information on all convictions and reprimands, spent or not. A conviction may not exclude candidates from these jobs but will be considered as part of the recruitment process. Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.**
- 5.12 Birmingham City Council is committed to equal opportunities in employment and we positively welcome your application irrespective of your gender, race, disability, colour, ethnic or national origin, nationality, sexuality, marital status, responsibility for dependents, religion, trade union activity and age.
- 5.13 Under Section 8 of the Asylum and Immigration Act of 1996 it is a criminal offence to employ a person aged 16 or over who is subject to immigration control. It is therefore necessary for Birmingham City Council to establish the entitlement to work in the UK for all applicants.

## Skills and Competency Based Person Specification

**KEY: MOA (Method of Assessment): AF = Application Form, I = Interview, T = Test, P = Presentation, G – Group Exercise, AC = Assessment Centre**

### **Section 1 - Experience, abilities, knowledge and qualifications / training**

In your application form please provide evidence of how you meet the below requirements for the role. Applications will be long listed against these requirements

1.	Must have a general knowledge of catering and the ability to work as part of a team.
2.	Ability to receive and follow instructions, and able to work to a daily service schedule. Ability to operate and manoeuvre equipment. Demonstration of ability to work in an environment working with children.
3.	Must hold a Level 2 certificate in Food Safety, and have a willingness to attend any other appropriate in-house training.
4.	Awareness of basic hygiene standards, as well as a common sense towards personal Health and Safety, and a tidy appearance and manner.
5.	
6.	
7.	

### **Section 2 – Competencies**

If your application is successfully long listed, you will be invited to the next stage in the selection process. In addition to the above requirements you will be asked to demonstrate competencies in the below areas. **Competencies can also be described as behaviours. They describe 'how' we expect people to perform their job.** Competencies will vary between job roles and different levels but an overview of them, as used by Birmingham City Council, are described below.

<b>Competencies (behaviours)</b>	<b>2 Category Definition</b>
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<b>Moving the Council forward</b>	People who demonstrate this competency take the needs of the council and customers into consideration when assessing how best they can deliver the service. They will network and develop relationships with others in helping to deliver service. They will help others in their work and be open to new ways of working. They are able to demonstrate good customer care at all levels.
<b>Managing Ourselves</b>	People who demonstrate this personal competency take responsibility for their own development. They take action to overcome obstacles and seek to achieve the best outcomes in the most cost effective way. They are careful and economical with resources. They ensure that work carried out meets the needs of the Council and adopt strategies to manage their own workload.
<b>Working with others</b>	People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging, supportive and helpful, and consider the impact of their working style on others. They portray high standards when dealing with confidential, sensitive and personal issues.
<b>Providing direction</b>	People who demonstrate this personal competency display the behaviours that reflect <b>the council's values (Belief, Excellence, Success and Trust) and present themselves as a role model to others.</b> They enable people to achieve their best. They set objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others. They establish guidelines and goals with managers and unit supervisors, to achieve safer working requirements.