



JOB DESCRIPTION

Job Title	Catering Assistant
Salary	£12.60 per hour (Variable hours)
Core Working Hours	Between 8-16 hours per week with regular Sundays and occasional work on other days
Main Work Location	Aylesham Community Trust, Ackholt Road, CT3 3AJ
Reports to	Catering Team Leader
Staffing Responsibilities	
Key Customers	Public, businesses
Budget Responsibility	None
Asset Responsibility	None

Job Overview

To assist the Catering Team Leader in the daily operations of our food strand which may include one or more of the following, the coffee-shop, Sunday lunch service, dining events, catered room hire and other food-based events. To ensure high-quality food and drink offerings, excellent customer service, and efficient, profitable business operations.

The Catering Assistants will work very closely with our social enterprise's mission by fostering a positive, inclusive environment including providing support to other staff and volunteers from time to time.

The Catering Assistants will have a hands-on role assisting the Catering Team Leader and Senior Catering Assistant to provide a smooth running of the food strand. The role requires a "can do" attitude to taking instructions and supporting the team deliver and excellent service in all situations.

This role would suit a committed and enthusiastic team player who enjoys working in a highly flexible and adaptable way.

This role is based at The Aylesham Community Trust.

The role requires that, on occasion, you are available to attend site out of your normal working hours in line with our team call out & cover arrangements. Therefore, being resident nearby may be beneficial.

Whilst not essential to the role a full and clean driving licence is desirable as we have a company vehicle that can be used to undertake tasks from time to time.

This is offered as a permanent role which includes a probation period of 6months.

Main Duties and Responsibilities:

1. Serving customers either at counter or table as required
2. Ensure a high level of customer satisfaction by providing excellent service and addressing any issues promptly
3. Maintaining very high food hygiene and cleaning standards
4. Maintaining accurate and up to date records of all inspections and tests as required by the Catering Team Leader and in line with ACT policies & procedures
5. Engage with customers to build relationships and gather feedback
6. Performing administrative duties as required from time to time.
7. Occasional evening and weekend working in line with the Trust call-out and cover arrangements



Person Specification

	Requirements	Essential	Desirable
Knowledge & Qualifications	Strong sale, beverage and service skills	✓	
	Experience of working in a social enterprise or community-focused setting.		✓
	Formal catering/hospitality qualifications (e.g. NVQ level 2 Food & Hygiene)		✓
Experience	Basic Culinary experience		✓
	Barista trained/experience		✓
	Managing inventory including ordering supplies and maintaining stock levels		✓
	In a customer facing role within a coffee shop, restaurant, or similar food service environment.	✓	
	An ability to help, motivate and support in a team		✓
	Working as part of a team		✓
Skills	An ability to consistently maintain very high standards of customer service	✓	
	Excellent communication skills with both staff and customers	✓	
	Ability to work in a flexible, adaptable and fast-paced environment	✓	
	To be highly organised with strong attention to detail	✓	
	Demonstratable ability for a high level of personal presentation	✓	
	Approachable and happy to interact with customers, building a warm community atmosphere	✓	
	Excellent punctuality and time management	✓	
	Personal commitment to progressing equality, inclusion and diversity	✓	
	Commitment to working to the values, mission and Objectives of our Charity (Aylesham Community Trust)	✓	