



JOB DESCRIPTION

Job Title	Senior Catering Assistant (Deputy)
Salary	£15.26 per hour (£15,120pa – £22,680pa depending on hrs. worked)
Core Working Hours	20-30 hours a week over 5 days including some Sundays
Main Work Location	Aylesham Community Trust, Ackholt Road, CT3 3AJ
Reports to	Catering Team Leader
Staffing Responsibilities	Catering Assistants
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 including 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 Senior Catering Assistant will work very closely with our social enterprise's mission by fostering a positive, inclusive environment and providing support and training to staff and volunteers.

The Senior Catering Assistant is a hands-on role working closely with the Catering Team Leader to provide a smooth running of the wider catering service. This role requires the holder to be confident in delivering services independently, providing holiday cover (or for other types of absence) of the Team Leader. The role will include supporting the Catering Team Leader in organising and implementing a range of tasks including any work carried out by the Catering Assistants when on duty.

This role would suit a committed, enthusiastic and ambitious 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 6 months.

Main Duties and Responsibilities:

1. Assisting the Catering Team Leader to create excellent customer service. Ensuring a high level of customer satisfaction by ensuring all staff are providing a friendly and excellent service and addressing any issues promptly
2. Assisting the Catering Team Leader in organising and overseeing the work of any Catering Assistants on duty
3. Maintaining accurate and up to date records of all inspections and tests as required by the ACT policies & procedures
4. Maintaining very high food hygiene and cleaning standards including the proper and correct handling and storage of any food deliveries and waste processes
5. Performing administrative duties as required from time to time
6. Engage with Catering Team Leader and Customers to build positive relationships and gather useful feedback
7. Work alongside Catering Team Leader to bring new and exciting ideas, continuously updating food and drink offerings
8. 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 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 leadership role within a coffee shop, restaurant, or similar food service environment.	✓	
	Training and developing other catering staff		✓
	An ability to help, motivate and develop a team		✓
	Working as part of a team		✓
Skills	Front-of-house leadership skills: demonstrating the 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	✓	
	Highly organised with strong attention to detail	✓	
	Demonstratable commitment to high levels of personal presentation	✓	
	Ability to use word, excel, internet and email		✓
	Approachable and happy to interact with customers, building a warm community atmosphere	✓	
	Punctuality and time management	✓	
	Personal commitment to progressing equality, inclusion and diversity	✓	
	Commitment to working to the ethics, values, mission and Objectives of our Charity (Aylesham Community Trust)	✓	