

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Café Catering Assistant

OAS Café, Asset and Environment, Place.

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

Provide first class Café customer-orientated service to the Staff and visitors to One Angel Square, West Northamptonshire Council, for the provision of refreshment and catering requirements.

Dealing with visitors and users of the One Angel Square Café Service, and to provide general Catering and Food Safety within all One Angel Square.

Accountable to:

This role is accountable to the Catering Manager. The role sits within Facilities, Public Realm and Heritage, within the Asset and Environment services, part of the Place Directorate within West Northamptonshire Council.

Responsibilities:

1. Food Preparation

Prepare Café Menu offering of Sandwiches, Baguettes, Salads, or Jacket Potatoes and more in accordance with Food Hygiene Certificate Regulations, to be sold to staff and visitors to One Angel Square.

2. Customer Service

Serve all Customers to the Café, with a high focus on a polite, courteous, and professional service, ensuring orders are taken and dietary requirements are met.

3. Cash/Finance

Use the Till and Card machine confidently for all transactions, calculating the total cost of products purchased.

4. Stock

Support the Stock management processes at the Café from ordering, receiving, replenishing not only the Store cupboards, and Café but also the kitchenettes' located in OAS.

5. Cleaning

Clean the kitchen equipment, work surfaces and floor to maintain clean and hygienic conditions to meet health and safety standards, including pre-wash all plates, cutlery, utensils, and crockery before loading the dishwasher.

6. Equipment

Ensure that all equipment is used as instructed and maintained, with any defects reported to the supervisor.

7. Sustainability

Ensure all waste and recycling is disposed in the correct bin to support sustainability.

8. To ensure compliance with all Council policies with particular reference to GDPR, Data protection, Health & Safety, Equal Opportunities and Communication policies.

9. To ensure that reasonable care for the health, safety, and welfare of you and other persons and to comply with the policies and procedures relating to health and safety within the Authority.
10. To demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. The post holder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the post holder. To undertake any other duties commensurate with the position as designated by the line manager.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Good customer care skills	Essential	A, I
Ability to work as part of a team	Essential	A, I
Good verbal communication skills	Essential	I
Ability to focus on a task and pay attention to detail	Essential	A, I
Good written communication skills accurately update systems to record customer transactions/requirements and emails	Essential	A
Ability to work under pressure and use own initiative	Essential	A, I
Ability to operate catering equipment – including knives, graters and coffee machines	Essential	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Desirable	A, I

Knowledge:	Essential / Desirable	Measured by
Good Food Hygiene Practices	Essential	A, I
An understanding of Equal Opportunities issues in the workplace	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Working in the catering industry	Essential	A, I
Food preparation in a café environment or similar environment	Desirable	A, I
Cash handling, Till operations	Desirable	A, I
Customer focused experience	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Food hygiene certificate or willingness to undertake qualification in role	Desirable	D
Health and safety in the workplace	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

Day-to-day in the role:

Hours:	8am–12noon Monday - Thursday 8am–1pm Fridays 24 hours per week	Primary work base:	One Angel Square Cafe
Job family band:	Operational and Infrastructure Band 02	Worker type:	Fixed
Salary range:		Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

One Angel Square is a modern workspace for not only the employees of West Northamptonshire Council but also many other public sector partners to deliver services and training opportunities. The Café is the heart of the building providing refreshments from a hot drink and a jacket potato to a can of drink and a muffin. Open from 8am to 3pm Monday to Friday.

During the cafe operational times and your shift hours, the tasks will be varied and busy, from setting up and preparing fresh produce at the start of the shift, serving customers though out the day and cleaning down the café area, working to the relevant Health and safety requirements of food hygiene, Manual handling, and waste/recycling control.

Although mainly based at the Café, frequent visits to other areas within One Angel Square include replenishing Milk Stations and collection of Cups from every Kitchenette and collection of produce from the Stock room. This position has been identified as Fixed Worker Type, as you will be based only at One Angel Square.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

