WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Catering Assistant

Safeguarding and Wellbeing, People Directorate

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:

To assist the Cook in the duties of preparing and serving appetising and nutritional food/meals while maintaining high standards of quality and hygiene.

Accountable to:

This role is accountable to the Senior Cook.

Responsibilities:

1. Assist the Cook in the preparation of all food/meals for customers (and members of staff where appropriate) in readiness for cooking or serving. Pay due regard to special dietary requirements, for example nut allergies, as directed by the Cook.

2. Prepare the dining area for customers and assist in serving of food and drinks at meal times.

3. Maintain high standards of hygiene in kitchen and eating areas, careful handling of food, cleanliness and tidiness of work areas, in compliance with policies and regulations, and be mindful of allergies, and infection control. Wash, clean and tidy up serving utensils, kitchen and serving areas.

4. When working with customers ensure that they have a high quality dining experience, that their well-being and dignity are maintained, and that they are properly safeguarded. Report any concerns to the manager on duty in accordance with appropriate policies and procedures.

5. Treat customers with kindness, respect and compassion, that helps foster a feeling of happiness and contentment for customers in their home or place they visit.

6. To report, in a timely manner, any low stock or faulty equipment to the manager on duty.

7. Carry out any other duties which fall within the broad scope and purpose of this job description and which are commensurate with the grade of the post.

8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

9. 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.

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
Willingness to undertake all training relevant to the role in Food Hygiene regulations	Essential	A, I
Good communication skills, empathetic, kind and respectful to customers and their families	Essential	A, I
Able to assist in maintaining a clean and hygienic environment, be mindful of potential contamination of food and the control of allergies and germs	Essential	A, I
To have high levels of personal responsibility	Essential	A, I
Ability to work flexibly to meet the needs of the service and its customers	Essential	A, I
Able to work as part of a team	Essential	A, I
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
To have a basic understanding of the needs for people to exercise choice and control over themselves regardless of their vulnerability	Essential	A, I
An awareness of Health and Safety practices and procedures (including Food Hygiene regulations)	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
No experience is necessary, full training is provided.		

Education, training and work qualifications:	Essential / Desirable	Measured by
Achieved a basic level of education and must be able to understand and act on instructions given under supervision or when working without direct supervision.	Essential	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.

Additional pre-employment checks specific to this role include: Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Job family & salary band:	Operations and Infrastructure Band 01	**Worker type:**	Fixed
People management responsibility:	None	**Budget responsibility:**	None

Current pay scales and other benefits are published on the Jobs and Careers section of West Northamptonshire Council's internet.

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.

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

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

WHERE CAREERS THRIVE

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.

West Northamptonshire Council