



# MALVERN ST JAMES

## Girls' School

**POST OF**

**Food Service Assistant**



## MALVERN ST JAMES LTD

We offer staff who come to work at the School:

- the opportunity to work with highly motivated staff and talented pupils
- commitment to your professional development
- convenient location in Malvern with excellent transport links
- competitive salary scale



### JOB DESCRIPTION

**Job Title:** Food Service Assistant

**Reporting To:** Head Chef/Dining Room Supervisor

**Hours of work:**

**Post 1** – 1500 – 2000 (Mon – Thurs) 1100 – 2000 (Fri) – 28.5 hours pw (52 weeks)

**Post 2** – 0800 – 2000 (Sat) 0800 – 1400 (Sun) – 16 hours pw (52 weeks)

**Post 3** – 1200 – 2000 (Mon – Tues) 0900 – 1500 (Fri) – 21 hours pw (52 weeks)

## **MAIN PURPOSE OF THE ROLE**

To provide excellent customer service from the preparation, presentation and service of food.

## **KEY RESPONSIBILITIES & ACCOUNTABILITIES**

- To assist as directed with all aspects of food preparation and presentation to a high standard
- To provide an efficient, helpful and friendly service to all customers
- To ensure that food is presented and served in a clean, hygienic environment
- Food service as directed by the head chef/dining room supervisor
- To complete all necessary controls and documentation for each service
- To communicate well with customers
- To undertake all aspects in cleaning equipment: walls up to 6ft, floors, fixtures, fittings, pots, pans, cutlery, crockery, glassware etc., to a high standard according to the cleaning rota or as directed
- To ensure tables and accompaniments are kept as clean as is reasonably practicable and adequately stocked during service times and relay as required
- To load service counters as and when directed and to ensure sufficient supplies throughout the service period
- Check deliveries and temperatures on delivery, also record food temperatures during service temperatures
- To fulfil any reasonable management request
- To attend/receive any job-related training as required

### **Additional Ad-hoc duties:**

- To assist at any special functions, some of which may occur outside working hours
- To report any customer complaints or compliments and take some remedial action if possible
- To report immediately any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities and take such action as may be deemed appropriate or possible
- To attend meetings and training courses as may be necessary
- To provide cover in other areas during periods of holidays and sickness as directed by the head chef/dining room supervisor or other appropriate Manager

### **All School staff are expected to:**

- a. work towards and support the School vision and the current School objectives outlined in the School Development Plan;
- b. support and contribute to the School's responsibility for safeguarding students;
- c. regularly review own practice, set personal development targets and take responsibility for own continuous professional development;
- d. work within the School's Health and Safety Policy to ensure a safe working environment for staff, students and visitors;
- e. work within the Equal Opportunities Policy to promote equality of opportunity for all students and staff, both current and prospective;
- f. maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues;
- g. engage actively in the performance review process;
- h. adhere to policies as set out in the Staff Handbook/Teacher Standards and Regulations;
- i. undertake other reasonable duties related to the job purpose required from time to time;

- j. adhere to School Safeguarding and Child Protection Policies.

## PERSON SPECIFICATION

### QUALIFICATIONS AND TRAINING

Catering qualification	Desirable
Food hygiene Certificate	Desirable
GCSE or equivalent in English Language	Desirable

### EXPERIENCE

Previous experience of working in a catering environment	Desirable
Previous food handling experience	Desirable

### SKILLS AND KNOWLEDGE

Effective communication skills	Essential at interview
Good customer service skills	Essential at interview
Ability to work quickly but efficiently and keep calm whilst under pressure	Essential at interview
Ability to work well in a team	Essential at interview
Ability to adhere to all health and safety practices	Essential at interview

### PERSONAL

A flexible approach to work and a willingness to undertake a variety of different tasks	Essential at interview
Good personal organisation	Essential at interview
Enthusiasm and a positive outlook	Essential at interview

## GENERAL REQUIREMENTS

Malvern St James is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

This job description is not necessarily a comprehensive definition of the post; it is to be enabling rather than restrictive. It will be reviewed at least once every two years and it may be subject to modification or amendment at any time after consultation with the post holder.

## APPLICATIONS

The completed application form, which must include all dates of previous employment and give reasons for any gaps in employment together with a covering letter addressed to the Headmistress, should be returned to HR Department, by post to Malvern St James, 15 Avenue Road, Great Malvern, Worcestershire, WR14 3BA, or by email to [recruitment@malvernstjames.co.uk](mailto:recruitment@malvernstjames.co.uk)

The personal statement within the application form should set out why you consider yourself a suitable candidate for the post citing relevant experience, previous achievements, and your vision for this role. The statement should not repeat the contents of the covering letter.

References of shortlisted candidates will normally be taken up before interview one of which should be from your most recent employer. Two satisfactory references are required before the appointment is confirmed. The appointment of the successful candidate will also be subject to satisfactory DBS checking.

### **BENEFITS OF WORKING AT MALVERN ST JAMES GIRLS' SCHOOL**

Malvern St James Girls' School prides itself on its warm, friendly and welcoming environment where all staff are encouraged to play a part in a successful and supportive community.

#### **Pay**

We offer a competitive salary, taking into account previous experience and relative skills and abilities.

#### **Pension Scheme**

After completing three months' employment with Malvern St James, Support Staff will automatically be enrolled into our Pension scheme, to which the School also contributes, this is subject to satisfying certain eligibility criteria and subject to the rules of such scheme as amended from time to time.

Death in Service Cover.

#### **Sport**

MSJ Sports & Fitness Centre promotes flexibility as a key attribute to create fitter, healthier employees. Discounted membership for staff includes gym and swim and a wide range of classes. Membership contributions are taken by direct debit. The Sports Club provides many activities for members. These include a wide range of sports and regular competitions.

#### **Other benefits include:**

Fee remission

Lunch provided