

Lancashire County Council

Role Profile

Grade Profile - Grade FLW – Support Roles

Applies to **all** posts at Grade FLW

Purpose To carry out a limited number of tasks in support of, or the delivery of, the service.
Scope of Work Role holders will undertake a limited number of routine procedures and use associated basic tools and equipment. Minimal personal initiative is required.
Accountabilities/Responsibilities The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. <ul style="list-style-type: none">▪ Observes personal duty of care in relation to service users, equipment or other resources used in the course of work.▪ Duties are clearly defined and leave little room for discretion.▪ Role holders are either directly supervised or controlled by the prescriptive nature of the work.
Skills, knowledge and experience <ul style="list-style-type: none">▪ Little, or no, prior experience is required. Role holders will need to gain an understanding of a limited number of routine procedures that could be gained through a short induction period or on the job training or instruction.▪ Ability to work as a member of a team.
Performance Indicators <ul style="list-style-type: none">▪ Carry out all tasks as instructed to required standards.

Lancashire County Council

Operational Context Form

Post title: GENERAL CATERING ASSISTANT					
Directorate: Lancashire County Council			Location:		
Establishment or team:		School & Residential Care Catering		Post number:	
Grade:	FLW	Staff responsibility:	No	Essential Car user:	No
<p>Scope of Work: To provide catering support in the preparation, cooking and serving of food and beverages plus related catering duties.</p>					
<p>Accountabilities/Responsibilities:</p> <ol style="list-style-type: none"> 1. To prepare the dining area for service which may include moving and/or setting up furniture and trolleys, cleaning and putting away. 2. To prepare the service area, hot cupboards and other equipment as instructed 3. To assist in the preparation, cooking and serving of food and beverages as instructed. 4. To wash dishes, cutlery, tumblers, jugs, serving utensils, containers, tables and all other catering equipment in the catering environment. 5. To clean catering areas to regulated standards as directed. 6. To undertake on and off the job training sessions as required by management. 7. To inform the Unit Supervisor of any defects in equipment or premises. 8. There may be a requirement to transfer to another Catering contract Unit within a reasonable geographical distance and with reasonable notice. 9. To undertake any other duties that may be required for the effective operation of the catering establishment. 					
Prepared by:		Nigel Craine		Date:	September 2018

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must cooperate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

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Person specification		
Post title: GENERAL CATERING ASSISTANT	Grade: FLW	
Directorate: Lancashire County Council	Post number:	
Establishment or team: School & Residential Care Catering		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
Food Hygiene Certificate	D	
Experience		
Customer Care	D	
Health and Safety	D	
Experience of working in the Catering industry	D	
Experience of working in the Catering industry	D	
Food Preparation skills	D	
Cash Handling	D	
Knowledge and skills		
Good standard of personal hygiene	E	
Able to work under pressure and use own initiative	E	
Able to meet deadlines	E	
Able to work as part of a team	E	
Good customer care skills	E	
Wear uniform provided, ensuring it is clean and tidy and observe hygiene standard at all times	D	
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Commitment to attendance at work	E	I
4. Flexible working approach in terms of duties and working hours/pattern	E	I
5. Attend training courses, as and when required	E	I
6. Display the LCC values and behaviours at all times and actively promote them in others	E	I
Date: 01/09/2018		
Note: We will always consider your references before confirming a job offer in writing.		