

# Lancashire County Council

## Role Profile

### Grade Profile – Foundation Living Wage (FLW) – Support Roles

Applies to **all** posts at Foundation Living Wage (FLW)

|   |
|---|
| <b>Purpose</b><br>To carry out a limited number of tasks in support of, or the delivery of, the service.  |
| <b>Scope of Work</b><br>Role holders will undertake a limited number of routine procedures and use associated basic tools and equipment. Minimal personal initiative is required.   |
| <b>Accountabilities/Responsibilities</b><br>The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.<br><input type="checkbox"/> Observes personal duty of care in relation to service users, equipment or other resources used in the course of work.<br><input type="checkbox"/> Duties are clearly defined and leave little room for discretion.<br><input type="checkbox"/> Role holders are either directly supervised or controlled by the prescriptive nature of the work. |
| <b>Skills, knowledge and experience</b><br><input type="checkbox"/> 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.<br><input type="checkbox"/> Ability to work as a member of a team.  |
| <b>Performance Indicators</b><br><input type="checkbox"/> Carry out all tasks as instructed to required standards.  |

# Lancashire County Council

## Operational Context Form

|  |                              |                              |                  |                            |  |
|--|------------------------------|------------------------------|------------------|----------------------------|--|
| <b>Post title: Catering Assistant</b>  |                              |                              |                  |                            |  |
| <b>Directorate:</b> Lancashire County Council  |                              |                              | <b>Location:</b> |                            | White Cross Neighbourhood Centre,<br>Quarry Road,<br>Lancaster,<br>LA1 3SE |
| <b>Establishment or team:</b>  |                              | Facilities Management        |                  | <b>Post number:</b>        |  |
| <b>Grade:</b>  | Foundation Living Wage (FLW) | <b>Staff responsibility:</b> | No               | <b>Essential Car user:</b> | No   |
| <p><b>Scope of Work:</b></p> <p>To provide catering support in the preparation, cooking and serving of food and beverages plus related catering duties.</p>  |                              |                              |                  |                            |  |
| <p><b>Accountabilities/Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Assist in the preparation of refreshments, cakes, tray bakes, salads, sandwiches and hot food.</li> <li>2. Provide great customer service and a friendly counter manner.</li> <li>3. Counter service and till work with cash and card payments to be taken.</li> <li>4. Operate catering equipment as required e.g., hot counter, oven, coffee machine, grill etc. Full training will be provided in advance of this.</li> <li>5. Set up and merchandise counter displays, dining, and service areas.</li> <li>6. Participate in cleaning tasks e.g., washing up, cleaning and clearing of the kitchen and associated areas.</li> <li>7. Maintain a safe working environment ensuring food hygiene, allergens and health and LCC safety policies are adhered to.</li> <li>8. Ensure defects and breakdowns are reported to the relevant authority.</li> <li>9. Assist with storage of deliveries and undertake minor clerical and numerical tasks for the completion of necessary records and checklists.</li> <li>10. Undergo on and off the job training sessions.</li> </ol> |                              |                              |                  |                            |  |
| <b>Prepared by:</b>  |                              | Sophie Leadbetter            |                  | <b>Date:</b>               | July 2025  |

**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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| <b>Person specification</b>  |  |  |
|--|--|--|
| <b>Post title:</b> Catering Assistant  | <b>Grade:</b> Foundation Living Wage (FLW) |  |
| <b>Directorate:</b> Lancashire County Council  | <b>Post number:</b>                        |  |
| <b>Establishment or team:</b> Facilities Management  |  |  |
| Requirements   | Essential (E)<br>or<br>Desirable (D)       | To be identified<br>by: application<br>form (AF),<br>interview (I), test<br>(T), or<br>other (give<br>details) |
| <b>Qualifications</b>  |  |  |
| Food Hygiene Certificate   | D  | AF   |
| <b>Experience</b>  |  |  |
| Hot and cold food preparation  | D  | AF/I   |
| Presentation and service of buffets  | D  | AF/I   |
| Setting up and clearing of service areas   | D  | AF/I   |
| General cleaning and washing up  | D  | AF/I   |
| Operation of catering equipment  | D  | AF/I   |
| Cash handling and use of card machine  | D  | AF/I   |
| <b>Knowledge and skills</b>  |  |  |
| Able to work to deadlines whilst maintaining a quality service.                                | E  | AF/I   |
| Able to work as part of a team as well as on own initiative.                                   | E  | AF/I   |
| Good customer care skills  | E  | AF/I   |
| Good organisational and communication skills   | D  | AF/I   |
| <b>Other (including special requirements)</b>  |  |  |
| 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  |
| 7. Uniform and protective equipment will be provided   | E  | I  |
| <b>Date:</b> July 2025   |  |  |
| <b>Note:</b> We will always consider your references before confirming a job offer in writing. |  |  |

## LANCASHIRE COUNTY COUNCIL

### PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

#### **CONFIDENTIAL**

|  |                       |
|--|-----------------------|
| Team/Establishment   | Facilities Management |
| Post title   | Catering Assistant    |
| Description of main activities the employee will be required to undertake (or attach role profile)<br>As above |                       |
| Form completed by: Sophie Leadbetter   |                       |

**A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.**

|   |  | YES                      | NO                       |
|---|--|--------------------------|--------------------------|
| 1 | Work at heights ( <i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i> ).   | <input type="checkbox"/> | <b>X</b>                 |
| 2 | Work in excessively noisy environments above statutory control limits ( <i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i> ).   | <input type="checkbox"/> | <b>X</b>                 |
| 3 | Work in unusual environmental conditions ( <i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i> ).   | <input type="checkbox"/> | <b>X</b>                 |
| 4 | Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome ( <i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i> ).  | <input type="checkbox"/> | <b>X</b>                 |
| 5 | Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.  | <input type="checkbox"/> | <b>X</b>                 |
| 6 | Some contact with hazardous substances ( <i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; glutaraldehyde; latex gloves</i> ). | <b>X</b>                 | <input type="checkbox"/> |

|    |  |                          |                          |
|----|--|--------------------------|--------------------------|
| 7  | Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.   | <input type="checkbox"/> | <b>X</b>                 |
| 8  | Work with lead or lead-based products ( <i>e.g. some paints</i> ).   | <input type="checkbox"/> | <b>X</b>                 |
| 9  | Food handling/preparation (of raw or uncooked food only).  | <b>X</b>                 | <input type="checkbox"/> |
| 10 | Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work). | <input type="checkbox"/> | <b>X</b>                 |

**B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**This section is for the information of applicants and does not facilitate a referral to Occupational Health.**

|    |   | YES                      | NO                       |
|----|---|--------------------------|--------------------------|
| 11 | Face to face contact with the public/service users  | <b>X</b>                 | <input type="checkbox"/> |
| 12 | Working in isolation/lone working.  | <input type="checkbox"/> | <b>X</b>                 |
| 13 | Work with electrical wiring ( <i>e.g. colour blindness</i> ).   | <input type="checkbox"/> | <b>X</b>                 |
| 14 | Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: ( <i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i> ). | <input type="checkbox"/> | <b>X</b>                 |
| 15 | Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock ( <i>e.g. risk of weils disease, other animal borne diseases, zoonoses</i> ).                                      | <input type="checkbox"/> | <b>X</b>                 |
| 16 | Manual handling ( <i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i> ).   | <b>X</b>                 | <input type="checkbox"/> |
| 17 | Working with vulnerable service users ( <i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i> ).  | <b>X</b>                 | <input type="checkbox"/> |
| 18 | Work involving repetitive movements or forced posture ( <i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i> ).               | <b>X</b>                 | <input type="checkbox"/> |
| 19 | Work as a regular display screen user ( <i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i> ).  | <input type="checkbox"/> | <b>X</b>                 |

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above

|  |               |                          |           |
|--|---------------|--------------------------|-----------|
| <b>Head of Service/Headteacher/Line Manager</b><br><i>(please print)</i> |               | <b>Sophie Leadbetter</b> |           |
| <b>Telephone Number:</b>   | 01772 530 854 | <b>Date:</b>             | July 2025 |