



Catering Assistant

We have an exciting opportunity to join the Marwell family in our Catering team on annualised hours. Annualised hours contracts involve varied hours including bank holidays, weekends, evenings, school holidays and seasonal periods.

The successful candidates will help with the day to day running of our catering outlets, ensuring food safety and health & safety regulations are adhered to at all times.

Applicants must have excellent customer service and communication skills, the ability to work on their own and as part of a team and have a 'can do' attitude to work.

If you would like to join our unique and vibrant organisation to become a part of the Marwell Family, please view the full candidate brief below and send a completed application form to jobs@marwell.org.uk.

Closing Date: 18 March 2024

Catering Assistant

Role Profile

Job Title: Catering Assistant

Location: Marwell Wildlife

Reports to: Head of Catering Services & Catering Supervisors

Management: None

Role Purpose and Role Dimensions:

- To help with the day to day running of the units.
- To ensure excellent customer service at all times.
- To ensure food safety and health and safety regulations are followed.
- To report any issues relating to food safety, health and safety and cash handling to your supervisor.
- To work in units on your own or as part of a team.

Financial Dimensions:

- Minimise wastage
- Till operation and cash controls
- Cash handling

Key Internal Contacts

- Catering team

The Role

- To ensure food is served to the guest in a timely fashion and as per departmental standards.
- To ensure food service areas are kept clean and tidy at all times.
- To ensure excellent levels of customer care are maintained at all times.
- To ensure tables are cleared in a timely fashion.
- To ensure areas are kept stocked up at all times in conjunction with the Supervisor.
- To ensure that tables and chairs are maintained to a high standard during service times.
- To ensure correct cash handling procedures.
- To report any discrepancies to your supervisor.
- To ensure your uniform meets the required standard
- To maintain a professional standard of time keeping as required by the needs of the business.
- To maintain a professional appearance at all times in conjunction with grooming guidelines.
- To abide by all existing Health and Safety Regulations.
- To abide by all existing Hygiene and Food Safety Regulations
- To ensure all equipment within your use is kept in good working order and is well maintained and returned safely after use.
- To undertake any other duty deemed reasonable as required by your supervisor / manager.
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives
- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required
- To be fully aware of all facilities, exhibits and special events that are ongoing or taking place within Marwell Wildlife.
- To be aware of the aims and objectives of Marwell Wildlife.

The Candidate

Qualifications & Experience

Essential

- Basic understanding of health and safety requirements

Desirable

- Basic food hygiene qualification preferred but not essential as training will be given
- Previous customer service experience

Attributes

- The ability to work on your own and as part of a team
- Excellent communication skills
- Ability to provide a high level of customer service
- To have a 'can do' approach to work
- The ability to work on your own initiative
- An understanding of the values and behaviour expected within this role
- An understanding of how this role supports the delivery of our charitable outputs