

Person Specification & Job Description



Post Title	Catering Assistant	Department/Division	Tourism & Enterprise/ Seafront Services
Pay	£8.36 - £8.91 per hour	Work Style	Mobile Flexible Casual
Reports To	Duty Manager	Date Prepared	April 2021

Qualifications & Training

Essential:

- Educated to GCSE standard including English and Maths at Grade C or above or equivalent.
- Must be willing to undertake training as and when required.
- Customer Service
- Equalities

Desirable:

- Health & Safety
- First Aid Certificate
- Food Safety and Hygiene Level 2

Skills, Abilities & Knowledge

Essential:

- Good communication & interpersonal skills
- Confident and able to work with the public
- Team Player & Able to work on own initiative
- Well organised, methodical in approach
- Decision making and problem solving
- Numeracy and cash handling
- Must speak clearly and communicate in a clear manner.

Desirable:

- Good understanding of Health & Safety
- Ability to work under pressure.
- Strong knowledge of Food Hygiene
- Local byelaws relevant to work area/locations
- Relevant knowledge of area of operation Knowledge of Eastbourne

Job Purpose

1. To provide support to the team in the delivery of the The Pavilion service in the following areas:
2. Provide a warm welcome and service to customers and treat them with courtesy and respect at all times.
3. To ensure the safety of the public and to undertake various duties relating to the smooth operation of services.
4. Ensure facilities and dining areas are secure and maintained to required standards of cleanliness and repair.

Key Tasks

1. Must be able to work when required on a rota basis; weekends and evening shifts form part of the rota.
2. Attendants will be expected to wear dark skirt or trousers, white shirt, and covered/protective black shoes.
3. Numeracy in cash handling is essential.
4. All staff must understand any emergency evacuation procedure and fire regulations. It is vital that staff are familiar with all emergency exit routes throughout the venue they are working at.
5. Cleaning kitchen area and equipment as well as customer areas including toilets regularly and when required.
6. Preparing and serving food and drinks ordered from the menu to paying customers.
7. All staff will undergo training as required.
8. Staff will be required to be on duty from a given time until after the public have left the premises.
9. Standing for prolonged periods at serving counters or in the kitchen.
10. Carry out a range of other related duties to ensure the delivery unit is delivering its aims and objectives.

Working effectively with customers, stakeholders and partners

1. Work as part of an effective seafront team that attains the highest possible standards of customer care.
2. Act as an ambassador for the Council dealing with customers, stakeholders and partners.
3. Proactively identify and implement improvements in performance and customer service.

Information and knowledge

1. Actively maintain knowledge of relevant legislation and good practice, including health and safety, child protection and safeguarding in relation to children, young people and vulnerable adults.
2. Access and accurately update all relevant information systems.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic corporate policies.
2. To promote a culture that is supportive and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect themselves, colleagues and other people affected.

This Person Specification & Job Description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

Seasonal Job Application



It is important that you read the job description before completing this application form. Please complete this form fully using black ink or type. CVs are not accepted. Applications received after the closing date will not normally be considered.

THE INFORMATION YOU SUPPLY ON THIS FORM WILL BE TREATED IN CONFIDENCE.

Post Applying For:

Available Start Date:

SECTION 1 PERSONAL DETAILS

Surname:

First Name:

Title:

Address:

Post Code:

Home Phone:

Mobile Phone:

Email Address:

Date of Birth:

National Insurance No:

Are you free to remain and take up employment in the UK with no current immigration restrictions? YES:

☐

No:

☐

Driving Licence (if relevant to post applied for) Do you hold a full, clean driving licence valid in the UK? YES:

☐

No:

☐

If you are successful you will be required to provide relevant evidence of the above details prior to your appointment.

Please state where you saw this post advertised:

SECTION 2 REHABILITATION OF OFFENDERS ACT (1974)

Do you have any convictions that are unspent under the rehabilitation of offenders' act 1974? YES:

☐

No:

☐

If yes, please give details / dates of offence(s) and sentence:

SECTION 3 DISABILITY DISCRIMINATION ACT

This Act protects people with disabilities from unlawful discrimination. The Disability Discrimination Act defines a disabled person as someone who has a physical or mental impairment which has a substantial and adverse long term effect on his or her ability to carry out normal day to day activities.

Do you have a disability which is relevant to your application? Yes:

☐

No:

☐

If yes, please give details:

We will try to provide access, equipment or other practical support to ensure that people with disabilities can compete on equal terms with non-disabled people.

Do we need to make any specific arrangements for you to attend the interview? Yes:

☐

No:

☐

If yes, please give details:

SECTION 4 PRESENT EMPLOYMENT STATUS

Unemployed: ☐ Education: ☐ Employed: ☐ (give details below of present employer or school/collage)

Name of Employer | Education Establishment:

Address:

Post Code:

Post Title:

Date of Appointment:

Salary:

Period of Notice:

Brief Description of Duties

Continue on separate sheet if necessary

Reason for Leaving:

SECTION 5 PREVIOUS EMPLOYMENT

Name of Employer:

Address:

Post Code:

Position Held:

Start Date:

Finish Date:

Salary:

Brief Description of Duties:

Reason for Leaving:

Name of Employer:

Address:

Post Code:

Position Held:

Start Date:

Finish Date:

Salary:

Brief Description of Duties:

Reason for Leaving:

SECTION 6 EDUCATION

College University	Subject Course	Grade Qualification

SECTION 7 TRAINING & DEVELOPMENT

Please give details of any training and development courses or non-qualifications courses which support your application. Include any on the job training as well as formal courses.

Title of Training Programme or Course	Duration of Course

SECTION 8 PERSONAL STATEMENT

Abilities, skills, knowledge and experience.

Please use this section to explain in detail how you meet the requirements of the Employee Profile. If you are or have been involved in voluntary/unpaid activities, please also include this information. Attach and label any additional sheets used.

SECTION 9 HEALTH

Successful applicants may be required to complete a detailed medical questionnaire and may be required to attend a medical examination prior to being appointed.

Number of day's sickness absence in the last 2 years:

Please state number of occasions in the last 2 years:

SECTION 10 REFERENCES

Name:

Name:

Position:

Position:

Work
Relationship:

Work
Relationship:

Organisation:

Organisation:

Address:

Address:

Post Code:

Post Code:

Telephone:

Telephone:

Email:

Email:

Are you willing for this referee to be approached prior to the interview?

Yes:

☐

No:

☐

Are you willing for this referee to be approached prior to the interview?

Yes:

☐

No:

☐

SECTION 11 LEGAL

The falsification or omission of any significant information can lead to disqualification from appointment, or if you are appointed, to eventual dismissal. You understand, in completing and submitting this form, with the information supplied, will be processed and held as management information by the Council for a minimum period of six months.

OFFICE USE

EBC Start Date:

Position:

Rate Code:

Hourly Rate:

Interviewer:

Interview Date: