

Job Application Pack

Café in the Park

Catering Assistant



Café in the **Park**

20 March 2019

Dear Applicant

CATERING ASSISTANT VACANCIES

Thank you for your interest in these posts. We enclose further details, which we hope will enable you to consider making an application for these key roles. With this letter you will find:

- Job Description
- Person Specification
- Summary of Terms and Conditions of Employment
- Equal Opportunities and Diversity Policy (Extracts for Job Application Pack)
- Background Information to Café in the Park
- Job Application Form
- Equal Opportunities Monitoring Form

If you would like us to provide any of this information in large print, disc or email, please contact us to discuss your requirements. If you decide to apply for the post application must be made on our application form or by sending in your CV to the address shown above or by email to mail@cabeds.org.uk.

In making an application please ensure you **specifically address each of the criteria set out in the Person Specification** as these will be used to short list applicants.

Please return your completed Application Form (or CV), together with the Equal Opportunities Monitoring Form, as soon as possible. We do not currently have a closing date and will receive applications at any time as we are seeking to appoint a bank of staff. Candidates selected for interview will be advised of the interview arrangements by email.

If you are an applicant with a disability and believe there will be a need for us to make reasonable adjustments to the interview arrangements, or in the job if you are successful, advising us of this information when you return your application will help us meet these needs.

We will not routinely acknowledge the receipt of applications. If you would like us to acknowledge receipt, please enclose a stamped addressed envelope or request a read receipt. If you do apply and have not heard from us within three weeks of the closing date you should assume that, on this occasion, you have been unsuccessful. We thank you in advance for your application.

Yours faithfully



John Gelder
Director

JOB DESCRIPTION

Job Title:	Catering Assistant
Post Holder:	
Team:	Café in the Park
Responsible to:	Café Supervisor/Cook
Responsible for:	-
Working Relationships:	Director, Business Services Manager, Café Supervisor/Cook, Community Connections Adviser, other staff and volunteers Customers, Park Users and Residents of Leighton-Linslade
Organisation Purpose:	To develop, enable, promote and support local voluntary and community action throughout Bedfordshire.
Team Purpose:	To support the charitable activities of Community Action: Bedfordshire by inspiring people who visit, live or work in Leighton-Linslade to attend Parson's Close Recreation Ground as a destination of choice, participate in activities and make purchases from <i>Café in the Park</i> .
Job Purpose:	To assist with the provision of all catering services required at <i>Café in the Park</i> .
Key Areas and Functions:	
Planning and Coordination:	<p>Assisting with the planning, provision, preparation and organisation of food and supplies for the Café on a daily basis and for all activities and events held in the park (or elsewhere by arrangement).</p> <p>Advising the Café Supervisor/Cook (or Deputy) when food, beverages, minerals and other supplies need to be ordered for use within the Café, ensuring that adequate stock levels are maintained.</p> <p>Working with colleagues to ensure that the provision and service of food, beverages, minerals and ice cream is efficient and outstanding.</p>
Food Preparation and Serving:	<p>Preparing and cooking food for serving within the Café and/or at other functions.</p> <p>Presenting and serving food to al-fresco and take-away customers, and taking payment, during agreed opening hours.</p> <p>Minimising the wastage of food and completing the daily Food Wastage Log as appropriate.</p>

Food Preparation and Serving (continued):	Ensuring that all food is handled, stored and prepared safely in accordance with the Food Hygiene Regulations and systems of work.
Health and Safety:	Ensuring all kitchen waste is disposed of safely in accordance with the Food Hygiene Regulations and systems of work.
	Cleaning all parts of the kitchen and sales kiosk in accordance with the Food Hygiene Regulations and systems of work.
	Ensuring that the outdoor seating area and the surrounding environment is kept clean and tidy for customers.
	Ensuring that all cash takings, float and electronic payments are kept secure and accounted for each day.
Customer Relations:	Engaging with customers in a way that makes them feel welcome; encourages them to use <i>Café in the Park</i> ; to attend events and activities in the park, and to get involved in community-led activities.
	Contributing to our <i>Café in the Park</i> social media communications in imaginative ways that engage with (potential) customers.
	Encouraging customers and park users to complete feedback forms and surveys on services offered at <i>Café in the Park</i> .
	Offering food tasting samples to promote particular product lines or to conduct research about customers' food preferences.
	Helping to raise public awareness of environmental sustainability issues and practices, including our use of Fairtrade and sustainably sourced products.
General:	Supporting the development of Community Action: Bedfordshire as an organisation that is fully committed to social justice, equality of opportunity and the elimination of all forms of discrimination.
	Promoting and implementing arrangements for safeguarding the welfare of children, young people and vulnerable adults.
	Supporting the development of Community Action: Bedfordshire as an organisation that is fully committed to sustainable development and assessing the environmental impact of community action.
	Contributing to the formulation and implementation of business plans, work programmes and quality standards for <i>Café in the Park</i> .
	Recording, monitoring, evaluating and reporting (in any required format) on the activities and services of <i>Café in the Park</i> .
	Informing own practice and professional development through being informed about key issues, reading, networking, training and examining the practice of similar initiatives in Bedfordshire and elsewhere.
	Undertaking other tasks and responsibilities appropriate to the role and/or that enable the organisation to deliver more flexible services.

PERSON SPECIFICATION – CATERING ASSISTANT

SKILLS AND ABILITIES	Essential/ Desirable
Ability to plan the preparation, cooking and serving of food to customers	D
Ability to prepare, cook and serve café produce to a high standard	E
Ability to engage with customers, colleagues and volunteers face to face and to communicate confidently and effectively	E
Ability to take cash and card payments from customers and use tills	D
Ability to work on own initiative, organise own workload and manage time	E
Ability to work flexibly and contribute positively as part of a team	E
KNOWLEDGE	
Knowledge of health and safety issues, including food hygiene regulations and safe systems of work	E
Knowledge of cooking techniques for café produce	D
Knowledge of food safety issues in relation to allergens, including product labelling	D
EXPERIENCE	
Experience of preparing, cooking and serving food in a café or similar facility	E
Experience of working or volunteering in a voluntary organisation or community group	D
OTHER ATTRIBUTES	
Educational attainment to GCSE level or similar demonstrable level of ability	E
Catering, Food Hygiene and other relevant qualifications	Preferable
Innovative, energetic and engaging	E
Willingness to promote the Café through social media images and videos	E
Understanding and commitment to equality and diversity issues and practice	E
Commitment to the aims and purpose of Café in the Park	E

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Job Title:	Catering Assistant
Term:	Permanent
Hours:	10 to 40 hours per week, working fixed sessions or a shift pattern (yet to be determined) as part of a bank of staff.
Salary:	£8.50 per hour. Salaries are paid monthly, by credit transfer, on or before the 27 th of each month. Salary bonus scheme to be introduced.
Travel Expenses:	Travel expenses and a mileage allowance will be paid at the agreed rate.
Pension Payments:	Group Pension Scheme with a 3% employer contribution matched by an employee contribution of 4%. Employee is auto-enrolled into scheme upon commencement.
Sickness Payments:	One week's pay during the first six months of service, increasing thereafter to four weeks at full pay and a further two weeks at half pay. After two years' service, entitlement increases to eight weeks at full pay and a further four weeks at half pay in any consecutive 12 months.
Location:	The post is based at Café in the Park, Parson's Close Recreation Ground, Leighton Buzzard.
Probationary Period:	The appointment is subject to a three month probationary period, though this may be extended if more time is needed to assess suitability for employment, after which there will be a probation appraisal before the appointment is confirmed.
Notice Period:	After appointment is confirmed, one week's notice in writing by employer or employee.
Annual Leave:	20 days holiday per annum (pro rata) and public holidays (or time off in lieu) plus five days volunteering leave matched with annual leave (pro rata).
Continuing Professional Development:	All staff are encouraged and required to participate in relevant training to develop their skills and contribute to the development of Café in the Park.

BACKGROUND INFORMATION TO CAFÉ IN THE PARK

Café in the Park is an exciting new venture located at Parson's Close Recreation Ground in the centre of Leighton Buzzard. Our vision is that **Café in the Park** will offer a friendly and welcoming environment where visitors and residents can:

- **enjoy quality home-cooked food** – where adults and children alike can benefit from a variety of freshly prepared healthy food options, including light lunches, healthy snacks, homemade cakes, delicious desserts and Fairtrade beverages at reasonable prices;
- **sit and relax in our al-fresco seating area with friends and family** – and share the space within the park with others, whilst enjoying the benefits of an outdoor, physical environment;
- **connect with others in the community** – through meeting new people; accessing local services and community groups to improve their wellbeing; getting involved in and feeling part of their local community; and reducing residents' social isolation and loneliness.

We are now recruiting an imaginative, energetic and engaging team of staff to deliver this vision and currently have vacancies for:

- **Catering Assistants** – a bank of staff working between 10 to 40 hpw to prepare, cook and serve café produce, hot drinks, minerals and ice creams.

We are looking for people who want to play a positive and active role in delivering this vision. Catering staff will need to be able to undertake the preparation, cooking and serving of food to a high standard; have knowledge of food hygiene regulations and safe systems of work; and have excellent customer service skills. See Person Specification for further details.

If you are interested in joining the *Café in the Park* team please complete the application form, ensuring you specifically address each of the criteria set out in the Person Specification, or submit an up to date CV. The criteria set out in the Person Specification will be used to short list applicants.

Café in the Park is expected to open in mid-April 2019. We expect to employ staff from 1 April 2019 to set up the facility and attend training.

Café in the Park will be open daily from 8.00am to 6.00pm during the Summer (Easter to October Half Term) and 8.00am – 4.00pm during the Winter (End of October to Easter).

Café in the Park is a trading name of Community Action Bedfordshire (Trading) Ltd. Profits from the café will be donated to Community Action Bedfordshire (Registered Charity No: 1108879) and reinvested in the community to develop, enable, promote and support local voluntary and community action (including volunteering). Community Action Bedfordshire (Trading) Ltd has been contracted by Leighton-Linslade Town Council to provide a catering offer at the kiosk and to sell ice cream in Parson's Close Recreation Ground for five years.

EQUALITY AND DIVERSITY POLICY *EXTRACTS FOR JOB APPLICATION PACK*

General Policy Statement

Voluntary and Community Action recognises that Central Bedfordshire is socially and culturally diverse and believes its work is enriched by the varying qualities and experience brought by people from Central Bedfordshire's communities to the voluntary and community sector, their organisations and their work as trustees, employees or volunteers. This diversity is recognised, respected and valued.

Voluntary and Community Action seeks to ensure that its work programme, services and advocacy reflects the perspectives of, and that its staff and trustee composition is representative of, Central Bedfordshire's communities. Where under representation is identified every effort will be made to attract, encourage and support participation and application by that sector of the community.

Voluntary and Community Action is aware of individual, institutional and cultural discrimination, which can be direct and indirect, through lack of awareness, stereotyping, prejudice, victimisation, harassment, marginalisation, exclusion or oppression, and of the impact this has on discriminated groups or individuals.

Voluntary and Community Action, and all projects managed by it, is fully committed to social justice, equality of opportunity and the elimination of all forms of discrimination as a fundamental principle of its work. It seeks to prevent discrimination and promote equality of opportunity in the provision of services, in its employment practices, and in its dealings with individuals, members, clients, volunteers, groups and organisations. It is committed to ensuring that no individual or group of people is less favourably treated or denied opportunities because of their background, including:

- Colour, 'race' and ethnic or cultural origin
- nationality (or statelessness)
- religion, faith or belief *
- social or economic background
- locality
- gender
- sexuality
- age
- disability or recovery from mental illness
- employment status
- marital status
- caring responsibilities
- HIV status
- unrelated criminal conviction
- association with others who experience the above

* Voluntary and Community Action will discriminate on the grounds a person's belief where this is contrary to the values of the organisation, as expressed in this policy.

Voluntary and Community Action will work to achieve policies and practices which ensure that both existing and potential employees, trustees and volunteers are positively encouraged and that all individuals have their needs considered and, wherever practically appropriate, support needs provided. It will also work to achieve equality of opportunity for the people and organisations it exists to serve.

Voluntary and Community Action demonstrates its commitment to this policy by adopting a code of practice, which gives guidance on employment practice, service provision and the work of the organisation.

Employment

- Within the framework of employment law and this policy Voluntary and Community Action works to ensure equal opportunity in all areas of employment including recruitment and selection, training and development, promotion, conditions and benefits of service, employment procedures, health and safety, and cessation of employment. In particular it aims to ensure there is no unfair discrimination in employment practices.

- The role of Voluntary and Community Action is to provide effective services to the voluntary and community sector in Central Bedfordshire and therefore recruits and develops staff on the basis of their suitability for this role. All employees and applicants for employment will therefore be treated according to their relevant merits and abilities in delivering these services.
- The conditions of service offered to part-time employees will be comparable to those offered to full-time employees.
- As far as is practicable within the constraints of providing a service to our members/clients, flexible working arrangements (e.g. part-time work, job share, hours of work, time off work) will be considered across all types of jobs to meet individual requirements.

Recruitment and Selection

- Job descriptions and person specifications will be produced, provided to potential applicants and used throughout the recruitment and selection process as objective criteria for measuring applicants' relevant aptitudes, potential, skills, knowledge and experience.
- Except where there is a need to re-deploy existing staff or there is a Genuine Occupational Qualification, all jobs are open to those with the relevant skills, knowledge and experience.
- Application forms should not provide the potential to discriminate at the point of application, by revealing details of age, disability, nationality or ethnic origin, gender, marital status, dependants, religion or sexuality.
- Recruitment monitoring forms will be used for all vacancies to collect data on the ethnic origin, age, gender and disability status of applicants. Such data will be kept separately and used for monitoring purposes only.
- Due regard shall be paid to the gender and cultural bias of any panel and the effect that it may have on short listing and interview proceedings.
- Staff, trustees and others involved in recruitment and selection will be encouraged to undertake training on, and will receive written guidelines covering, equality and diversity issues in interview preparation, questioning techniques, systematic assessment and decision-making.
- Short listing and interview assessment forms based on the Person Specification should be completed by all panel members for all candidates and retained on file. Voluntary and Community Action should be able to justify any decision made through written documentation.

Complaints

- Voluntary and Community Action will ensure that all alleged incidents of discrimination or harassment are taken seriously, handled sensitively, investigated and resolved through its Complaints Procedure and/or Disciplinary Procedures, as appropriate.
- The Complaints Procedure provides for complaints to be dealt with, in the first instance, by the member of staff directly involved and then, if not satisfactorily resolved, by the Director and, in the final instance, by the Trustee Board. Any serious complaint must be brought to the attention of the Director who will raise the matter with the Chairperson.

Full copies of the Equality and Diversity Policy will be provided to staff upon appointment and are available to potential applicants upon request.