



ROLE PROFILE

JOB TITLE:	Catering Assistant	SALARY:	£8.92 per hour
REPORTING TO:	Catering Supervisor	HOLIDAYS:	33 days pro rata including bank holidays
LOCATION:	HideOut Youth Zone	HOURS:	From 4.5 hours per week (evenings, weekends and school holidays only)

KEY RELATIONSHIPS: Young people. Catering Supervisor and HideOut Youth Zone staff, volunteers, partners and stakeholders

MAIN PURPOSE

Open 7 days a week including school holidays, HideOut Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults. Our state-of-the-art £6.6 million building provides young people with a range of activities, giving young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. Facilities include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites. The café area is an essential part of the offer for young people and our team of Catering Assistants play a key role, cooking inspiring, healthy and inspiring dishes for our members as well as proving a warm and welcoming environment to all.

DUTIES & RESPONSIBILITIES - CATERING

- To undertake the preparation of food and beverages served in the café area as well for events, internal meetings and room hire
- To serve food and beverage to HideOut Youth Zone members, ensuring they receive a great level of customer service
- To assist with the production of and costing of menus
- To comply with stock control procedures
- Ensure all kitchen equipment is regularly cleaned, reporting any faults/repairs required
- Ensure all Health and Safety and Environmental Health requirements are adhered to, namely:
 - Reporting of all equipment not working properly
 - Reporting of any health and safety issues
 - Compliance with food hygiene regulations
 - Ensuring food is stored correctly and at correct temperatures
 - Recording of all high-risk food temperatures on delivery and prior to service, if applicable
- To assist with the ordering and control of all stock
- Cash handling in line with HideOut's financial procedures
- Maintain a clean working environment as set out in the cleaning schedule by ensuring regular cleaning of all work surfaces, storerooms and ancillary areas



- Clearing tables and washing up
- Undertake such other additional duties which may result from changing circumstances
- Carry out any other reasonable duties as requested by the Senior Leadership Team

DUTIES AND RESPONSIBILITIES - GENERAL

- Be a role model for young people and present a positive “can do” attitude
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Work within the performance framework of HideOut Youth Zone and OnSide
- Represent HideOut Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety and equality and diversity to ensure all activities are accessible
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)
- To assist with any promotional activities and visits that take place at the Youth Zone
- To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership.

PERSON SPECIFICATION

*Selection criteria for guidance only, alternative methods may be used to assist the selection process

Selection Criteria* A = Application Form I = Interview T = Test/Personality Profile	Essential or Desirable	Method of Assessment
Experience		
Experience of working in a busy catering environment	Essential	A & I
Knowledge of Health, Safety and Environmental issues	Essential	A & I
Experience dealing with customers	Essential	A & I
Experience of cash handling	Essential	A & I
Qualifications		
Basic Food Hygiene Certificate	Essential	A
NVQ Level 3 Catering or other recognised Catering qualification	Desirable	A
Advanced Food Hygiene Certificate	Desirable	A
Skills		
Ability to communicate clearly and follow instructions	Essential	A & I
Ability to prioritise work and manage time effectively	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to organise tasks and priorities work	Essential	A & I
Special Requirements		
A willingness to work unsociable hours during evenings and weekends is required	Essential	A & I
A willingness to work additional hours to cover events, holidays and staff absence	Essential	A & I
DBS clearance and committed to Safeguarding children	Essential	A & I

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ADDITIONAL INFORMATION

HideOut Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. The role is part-time, based at HideOut Youth Zone in Gorton and is subject to an enhanced DBS check.

The strength of HideOut and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. For information regarding how the Youth Zone will process your data, please visit www.onsideyouthzones.org/applicant-privacy/.

ONSIDE YOUTH ZONES NETWORK VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITIOUS

We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.



BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE



Onsite fitness gym & boxing / MMA suite



33 days annual leave pro rata



Secure cycle store



Branded workwear



Queen Bee's cafe



Flexible working



Learning and development opportunities



Partnership working



Working with like-minded people and cultures



Part of a wider network



Pension scheme



Covid related absence and special leave

Employee Assistance Programme

HideOut's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- **Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists**
- **Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)**
- **Family advice line on topics such as childcare & eldercare**
- **Legal information services including debt & financial information**
- **Critical incident and trauma support**
- **Occupational health services**
- **Crisis support**
- **"My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching**
- **Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines**
- **Support for line managers**
- **BrightTV and Wellbeing podcasts**