



We're a social enterprise supporting people with learning difficulties and autism into jobs with a future

Job title	Catering Bank Staff
Main Function	To assist with the preparation of food in the Loaf Catering outlets. The Catering Assistant will work with the Loaf team to produce an exciting brand which promotes healthy eating while creating training and employment opportunities for local people with learning difficulties.
Location	Across all Loaf Catering sites (Belfast)
Reports to	Café Manager
Hourly rate:	National Living Wage

Mission

Supporting people with learning difficulties and autism into jobs with a future.

Vision

A society where people with learning difficulties live, work and socialize as valued citizens.

Main Responsibilities

1. Inspire and support NOW Group catering students through provision of training and assessment opportunities in conjunction with training staff.
2. Basic food preparation.
3. Cleaning of the kitchen, it's surrounds and equipment.
4. General kitchen duties eg washing up.
5. Ensure food hygiene and health and safety regulations are adhered to at all times.
6. Carry out any other reasonable duties within the overall job function.
7. Adhere to existing work practices, methods and procedures.
8. Undertake relevant training and development activities and respond positively to new and alternative systems.
9. Maintain confidentiality and observe data protection and associated guidelines, where appropriate.
10. Carry out any other reasonable duties and responsibilities within the overall function.
11. Provide high levels of customer service to café and function catering customers.
12. Ensure security and safety of staff, participants, premises, stock and cash at all times.
13. Provide support to NOW participants as and when required.
14. To follow Health and Safety Regulations including Fire, Hygiene H.A.C.C.P and C.O.S.S.H.

This job description is not definitive and may be subjective to review as the duties and the responsibilities determine.



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Personnel Specification

Essential

1. Ability to work under pressure.
2. A can –do attitude.
3. Ability to work evening/weekends as & when required.
4. Previous experience (paid or voluntary) of working in a busy catering environment.

Desirable

1. Barista trained.
2. Essential Food Hygiene Certificate.
3. Experience of keeping records
4. Knowledge and understanding of the needs of disabled people and a commitment to the equal rights.
5. Experience of dealing with customers.

Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications, and experience.

Please note that employment with NOW Group may be subject to a check from the Access NI Service. For positions in regulated activity a check of the Data Barring Service (DBS) will be required. For further information please refer to the Access NI Code of Practice at: <http://www.nidirect.gov.uk/accessni>



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Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. These are displayed on the next sheet.

Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.

NOW Values	Behaviours -All Staff	Behaviours -Managers
<p>Courage We challenge convention, ourselves and each other. We have the strength, willingness and determination to initiate, make things happen and to carry them through.</p>	Takes practical approach to problem solving, proposes solutions rather than presenting problems.	Demonstrates creativity and innovation in development of solutions
	Uses initiative	Has confidence to address difficult situations using effective negotiation skills with internal and external stakeholders
	Is resilient, flexible and embraces change.	Embraces organisational change and supports staff to see it through to implementation
<p>Accountability We are all champions of NOW Group. We take personal responsibility for achieving our objectives. We act with openness, integrity and trust. We ask for help, admit to our mistakes and put things right.</p>	Committed to learning and developing in work	Is accountable for team performance, setting clear but challenging objectives which stretch develop and motivate staff
	Is open and honest when things don't go to plan. Reflects on own practice to improve.	Adheres to organisational guidelines in management of contracts, funds, data and personnel
	Takes responsibility	Acts as a strong role model for team, demonstrating commitment to the organisation and its leadership
<p>Collaboration We are one company across all services and locations. We work towards a common goal through cooperation and teamwork. We are all NOW Group people and treat each other with respect regardless of status</p>	Is a strong team member, supportive of all colleagues and flexible.	Supports other teams and managers taking a corporate approach to meeting organisational objectives
	Communicates well with colleagues in other teams, shares ideas and knowledge	Communicates effectively to team to build trust and break down barriers
	Is an Ambassador for NOW and actively promotes all areas of the business.	Engages a range of customers and stakeholders using external networks to ensure organisational growth and success
<p>Impact Our services change lives. We listen to our participants*, their families and communities and use continuous improvement to deliver results. We are relentless in our pursuit of success and excellence. <i>(*also external and internal customer)</i></p>	Looks for and suggests ways to improve own and team performance	Committed to delivering high quality services through continuous improvement of own service
	Puts the participant/customer at the heart of service delivery, delivering services that make a difference	Seeks and uses feedback from participants/customers to make improvements to service delivery
	Always delivers to highest quality	Seeks and uses relevant data to measure impact of service