

**Job Description**

**Position: Kitchen Assistant**

**Hours: 18 hours per week**

**Responsible to: Head Chef/ Events & Hospitality Manager/General Manager/Operations Manager**

**Location: The Plaza, Stockport**

**Purpose of Job**

To assist the Plaza Management to maximise the business potential of the Catering and Bar operation within the venue through effective delivery of an excellent customer experience in keeping with the ethos of the Plaza’s focus on the complete customer experience in a heritage environment.

The Kitchen Assistant will be expected to uphold Plaza business values, be an excellent team player and deliver a high standard of care regards keeping the kitchen clean, dish supply to Café maintained through control of dish washer and dish wash area whilst ensuring a good product knowledge to the customer if need arises. The post holder will be passionate about catering to ensure that The Plaza becomes the most welcoming and inclusive Stockport and Cheshire venue for social, business and creative meetings, and that catering generates a financial contribution for The Plaza.

The Kitchen Assistant will have a broad understanding of Health and Safety legislation, catering abilities and a hands on approach to any given task within variable hours that ensure the smooth and efficient operation of all areas of the catering and bar facilities in Stockport’s home of live entertainment and the very best in film presentation.

**Principal Responsibilities:**

* To maintain excellent standards of food preparation and presentation, maximizing innovation and versatility. To keep up to date with changing influences within the industry and customer demands.
* To clean and maintain the kitchen in a standard adhering to the operational requirements as required during trading hours.
* Excellent awareness of all products available on the Café menu to ensure effective advice to customers.
* Undertake all clearing and cleaning requirements in the Kitchen areas before, during and after service, ensuring the hygienic delivery and storage of any stock in accordance with The Food Hygiene (England) Regulations 2006, following all appropriate HACCP procedures.
* Assist with the development and review of risk assessments and safe working practices and ensure all COSHH data regularly monitored and updated as applicable.
* Prioritise day-to-day duties effectively without the need for full-time supervision.
* Participate in training and development to ensure effective service to our customers.
* Attend staff meetings and contribute ideas where possible.
* Communicate and co-operate effectively with staff in other areas of the building.
* Adhere to the rota request format and follow appropriate procedures for notifying absence.
* Be flexible with working hours in line with the needs of the business which may involve evening and weekend working.
* Actively support, encourage and have an awareness of general Plaza activities.
* Assist with deliveries and preparation of all service areas for trading hours, including storage of required chemicals adhering to COSHH regulations.
* Assist with function and event catering within the venue in conjunction with the Head Chef, Events & Hospitality Manager and General Manager.
* Carry out any other duties that can reasonably be expected of you in the effective running of the catering provision.

**Key Performance Indicators**

* Excellent food and beverage product knowledge.
* Upholds Plaza business values.
* Maintains service areas to the required standards.
* Delivers the highest standard of customer care to staff and customers at all times.
* Is a team player and an advocate for The Plaza.
* Completes tasks to agreed standard with minimal supervision.
* Complies with and maintains health and hygiene standards in all catering areas.

**Person Specifications:**

**Skills & Experience**

**Essential**

* A team player with excellent communication skills.
* Ability to organize own duties and work unsupervised.
* An experienced and capable catering team member.
* Has previous experience in a commercially branded environment with an appreciation for a distinctive and creative offer.
* Previous experience in a customer focused environment.
* Experience of working in a kitchen environment and food preparation
* Flexible approach to working hours and environment
* Ability to undertake the physical requirements of the role (i.e. manual handling)
* Demonstrable experience of hygiene management
* High standards of personal presentation and hygiene

**Desirable**

* Catering qualification
* Appreciation for working in an arts environment.
* Previous experience of working in the voluntary sector or alongside volunteers.
* Health and Safety and Food Hygiene training/certification.
* Knowledge of the Food Hygiene Regulations 2005
* Knowledge of Hazard Analysis and Critical Points Control
* Knowledge of COSHH regulations as they apply to catering
* Knowledge of the Safety at Work Act as they apply to the catering industry
* Knowledge of Health and Safety policies, issues, code of Practice and procedures.
* Has an understanding of cost control systems and their relation to financial targets.