



Role Profile

Job Title	Catering Assistant	
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Department		
Location	Cardiff Bay, Wales Region	
Reports to	Assistant Catering Manager	
Direct Reports (including Volunteers)	None	
Pay Band	This role is Pay Band 1	
Closing Date	Rolling advert	
Interview Date	To be confirmed	
Job Purpose	To work as part of the Catering team creating and delivering an exemplar customer experience, with the aim to maximise the income and profit for the RSPB store.	
Key Result Areas		
<ul style="list-style-type: none"> ❖ Ensuring the cafe is delivering the highest standard of customer care. ❖ Working with the catering management to achieve financial targets and Key Performance Indicators (KPIs) to deliver against catering goals. ❖ Ensure the the cafe is commercially merchandised and stock levels are appropriate. ❖ Ensuring all catering administration, operating processes, security, food hygiene and health and safety in the cafe adheres to RSPB procedures. 		
Key Contacts and Working Relationships		
Internal	External	
<ul style="list-style-type: none"> ❖ Working in conjunction with colleagues (Catering Assistants and volunteers) and under the direction of the Catering Manager/Assistant Catering 	<ul style="list-style-type: none"> ❖ To deal with any other external supplier / service provider as relevant to the catering operation. 	

<p>Manager/catering development Manager to support delivery of Catering KPIs.</p> <ul style="list-style-type: none"> ❖ Working in conjunction with relevant Headquarters' teams, (Catering Development Manager, Visitor Operations, HR, Finance) to ensure the effective and efficient running of the cafe. 	
Financial Responsibility	
<ul style="list-style-type: none"> ❖ No financial responsibilities. 	
Essential qualifications	
<ol style="list-style-type: none"> 1. GCSE Maths and English or equivalent. 2. Basic food hygiene. 	
Essential knowledge	
<ol style="list-style-type: none"> 3. Computer literate. 	
Essential skills	
<ol style="list-style-type: none"> 4. Enthusiastic approach to work. 5. High understanding of the principals of food hygiene. 6. Excellent levels of personal hygiene. 7. Excellent verbal and written communications skills. 8. Ability to plan and prioritise work loads. 9. Multitasking. 10. Problem solving skills and ability to work on own initiative. 11. Ability to manage and respond quickly and positively to customer needs and feedback. 12. Able to build and maintain strong working relationships. 13. Ability to work as part of a team. 	
Desirable qualifications, knowledge, skills and experience	
<ol style="list-style-type: none"> 14. Experience of working at a catering environment /visitor attraction. 15. Knowledge of health and safety in the workplace. 16. Knowledge of food and food service skills. 17. Till operation and payment handling. 	
How we expect you to work	
<p>The RSPB has seven key competencies that are important to our organisation's success. We expect <u>all</u> employees to demonstrate these competencies in everything that they do. The heading descriptors of the seven competencies are:</p> <p>Direction: You ensure you have a clear direction and sense of common purpose that guides what you do and</p>	

how you approach your work.

Energy:

You bring energy and urgency to the RSPB to motivate people to do the best they can.

Capability:

You build your own and other people's capabilities, directly and indirectly.

Relationships:

You communicate effectively and build productive internal and external relationships.

Change:

You support continuous improvement and change and constantly look for way to do things better.

Advocacy:

You act as an advocate for the RSPB.

Performance:

You get things done, achieve ambitious goals and the RSPB's aims.

In line with these competencies, the following behaviours are essential upon appointment to this particular role and will need to be part of what you do for you to add value to the RSPB:

- ❖ Focuses on the things that are most important in their work area.
- ❖ Demonstrates enthusiasm for their work and for the RSPB.
- ❖ Is prepared to take on new challenges outside their comfort zone.
- ❖ Always assumes positive intentions in others.
- ❖ Treats other people as equals.
- ❖ Shares new ideas with colleagues.
- ❖ Responds positively to changing circumstances at work.
- ❖ Generates support for the RSPB.
- ❖ Understands what is expected of them in their role.
- ❖ Demonstrates accountability for getting things done.

Additional Information

- ❖ This role may involve lone working.
- ❖ This role will require regular/occasional weekend and evening working.
- ❖ The RSPB works for a healthy environment for all and we therefore expect you to take action in accordance with our Environmental Policy and objectives. Together we can make a positive difference for our world.
- ❖ In the RSPB, volunteers are a major resource and make a vital contribution to the RSPB's aim to take action for the conservation of wild birds and the environment. Employees are responsible for encouraging, developing and supporting volunteers in their work for the RSPB.