**Role Profile**

**Job Role: Food Service Assistant**

**Accountable to: Catering Manager**

**Location: Blackburn Youth Zone**

**Status: Part time, evenings and weekends (Up to 10 hours, flexible hours)**

**Scale: Up To Minimum Wage to £10.00 (Dependent on experience)**

**Main Purpose:**

To provide a welcoming, friendly and efficient supporting role by assisting the Catering team with the deliverance of healthy food for young people by serving the meals prepared to those who attend Blackburn Youth Zone. To assist the Catering Manager with the food serving and catering facility requirements in line with the Youth Zones Vision and Values on providing outstanding customer satisfaction. To prepare and contribute to the assigned food to the serving area and serve the young people meals, perform cashier duties, to clean and maintain cleanliness of the kitchen and serving areas whilst following and adhering to Health & Safety and Food Safety & Hygiene Standards/HACCP/COSHH policies. To assist in the set up and maintenance of all catering service areas at Blackburn Youth Zone.

**Main Responsibilities:**

* Prepare the service area, hot cupboards and other equipment as instructed. Assist in the preparation, re-heating, cooking and serving of food and beverages as instructed.
* Assist in the preparation, cooking and serving of food and beverages as instructed
* To undertake front of house duties, including serving food, assisting other Youth Zone teams in a catering capacity according to instruction and hold a polite and courteous manner when greeting all visitors, Trustees and Patrons.
* Serve appropriate quantities of food in a timely manner, assuring quantity of food prepared, while maintaining appropriate records as assigned.
* To support food provision, preparation and the serving of a variety of meals.
* To ensure that all young people and the local community have a positive experience within the Catering service at Blackburn Youth Zone by anticipating customer needs and providing a friendly, efficient service which will encourage repeat custom.
* Maintain work areas and serving areas in a clean, sanitary and safe condition; wash and clean counters; wash and store equipment, pots, pans, trays and other food service items.
* Assist in storing unused food and supplies to assure compliance with health and sanitation standards.
* Operate a variety of kitchen equipment such as a cash register, dishwasher, and oven as required
* To assist with keeping good stock levels for the Tuck Shop on a regular basis and to use your own initiative and creative flair in order to create new ideas.
* To clean and clear kitchen area and serving area to maintain a high standard daily.
* To maintain high standards of hygiene and safety both personally and within the kitchen environment.
* Must be able to work independently as well as amongst a team, and liaise with other departments professionally and competently
* To undertake daily cleaning duties and to follow regular deep cleaning procedures as directed by Catering Manager and to follow Hazard Analysis and Critical Control Points (HACCP) guidelines.
* Any other duties within the post holder’s capabilities as directed by the Catering Manager or Chef.
* To undertake training as and when required to assist in the performance of duties.
* Assure full compliance within the areas of defined responsibility and more broadly across Blackburn Youth Zones key policies, notably Health and Safety and Safeguarding.
* To carry out such other duties as the Catering Manager may reasonably require.
* To assist in dealing with young people and the local community in a catering capacity and in an effective and courteous manner.
* Demonstrate good attention to detail in all aspects of your work, ensuring the Youth Zone Catering and its service is consistently presented to a high standard of cleanliness, tidiness and functionality
* To promote a positive image of Blackburn Youth Zone through professional operation and conduct with all our stakeholders and the general public.

**Application Process**

Please email a CV to [catering@blackburnyz.org](mailto:catering@blackburnyz.org), together with a concise covering letter setting out your reasons for applying for this position. If you would like to know more about the role, you can also contact the Catering Manager: Hannah Goldthorpe on 07729 360724.

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| **About Blackburn Youth Zone**  Blackburn Youth Zone is a 21st century youth hub located at the heart of Blackburn, open to young people aged 5 to 25 years old, aiming to change the prospects offered to young people in the area. Our vision is to be at the heart of the community, collaborating to create a more cohesive and prosperous Blackburn and Darwen.  Blackburn Youth Zone is built on land where, 100 years ago, Blackburn’s first electricity generating station once stood. On the place where electricity first came to and powered the town, the Youth Zone is now powering the community through the energy and creativity of young people. What also makes us distinctive is our relationship with the [local business community](https://blackburnyz.org/support-us/our-supporters/), who have wholeheartedly embraced the concept and pledged to work together to raise the aspirations of our town’s young people, equipping them with life skills, increased confidence and independence which in turn will regenerate our town from the bottom up.  We are one of the leading youth organisations in Blackburn, with a membership of over 2,500 young people. We are open 7 days a week, 52 weeks of the year and offers over 40 different activities and opportunities in our open access youth club.  We want to make a tangible difference to the lives of young people. Our work will result in young people:   * Being happier * Engaging positively with young people from across Blackburn with Darwen * Living healthier more active lifestyles * Having increased opportunities to develop and achieve * Feeling more empowered and connected with their surrounding community * Respecting and engaging with the environment through new and exciting experiences * Having increased aspirations and increased economic opportunities   **OUR VALUES**  **H**onesty  **E**xcellence  **A**ccountability  **R**espect  **T**eamwork  **Our Values and principles**  **OUR VISION** - Blackburn Youth Zone to be at the heart of the community, collaborating to create a more cohesive and prosperous Blackburn and Darwen.  **OUR MISSION** - To inspire all, to have fun, meet different people, try new things and challenge themselves to be the best they can be.  **OUR IMPACT** - The difference we want to make |

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| We are one of the leading youth organisations in Blackburn, with a membership of over 2,500 young people. We are open 7 days a week, 52 weeks of the year and offers over 40 different activities and opportunities in our open access youth club.  To work directly with children and young people to provide positive activities, to offer support and guidance through issue-based work and to provide positive outcomes for young people through appropriate assessment and intervention. |

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**Person Specification: Applicants should be able to demonstrate that they can meet the following:**

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| **Selection Criteria\* A = Application Form I = Interview** | **Essential**  **or Desirable** | **Method of Assessment**  **Application and/or Interview** |
| **Experience** | | |
| Experience of working within a Catering establishment | E | A/I |
| Face to face delivery with young aged 8 to 19 years old. | D | A/I |
| Experience of working in a team and alongside volunteers | D | I |
| Experience of using electronic tills | D | I |
| Experience with working in a community setting is desired and/or customer focused experience | D | I |
| **Education/Training/Qualification** | | |
| Food Hygiene Level 2 or be willing to train towards | E | A |
| Allergen Training | D | A |
| First Aid | D | A |
| Skills | | |
| Strong commitment to young people | E | I |
| Good customer care skills | E | I |
| Ability to work alone and to use initiative in decision making and resolving problems where appropriate | E | I |
| Good organisational skills | E | I |
| Excellent oral communication skills | E | I |
| Ability to adhere to and maintain effective relationships with young people, staff, parents, carers and other colleagues within appropriate professional boundaries | E | A/I |
| Ability to work flexible hours to meet the needs of catering service (evenings, weekends,) | E | I |
| **Knowledge** | | |
| Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary | E | I |
| Understanding of issues affecting young people’s lives | D | I |
| Knowledge and understanding of Working Together to Safeguard Children & Young People  Ability to work in accordance with national, local and organisational Child Protection and Safeguarding policies and procedures. | E | A |
| **Personal Qualities** | | |
| Positive and enthusiastic | E | I |
| Punctual and reliable | E | I |
| Commitment to personal and professional development. | E | I |
| Able to work evenings, weekends and school half terms | E | I |
| A believer: a genuine passion for making a difference to the lives of children and young people. | D | AI |

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

**Working hours:**

The hours of work are those necessary to fulfil the requirements of the position. This will involve working unsocial hours in evenings and at weekends during Youth Zone sessions or at events, and also working during the day.

**Remuneration package**

**Salary:** Upto £10.00 to £12.00

**Holidays:** 33 days inclusive of 8 Bank Holidays (pro rata)

Pension: Blackburn Youth Zone Pension Scheme; 3% of salary is contributed by the Youth Zone, if the employee contributes 3% or more.

**Notice period:** 4 weeks

##### **Disclosure and Barring Service Check**

In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.

**Application Process**

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