



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:** Resources

**AREA/DEPT:** Corporate Assets

### FAU:

**SECTION:** Facilities Services

**JOB TITLE:** **CATERING ASSISTANT/BARISTA**

**REPORTS TO:** Food and Beverage Supervisor

**CURRENT RANK/GRADE:** **AA**

**DATE:** July 2021

**1. JOB PURPOSE:** (Briefly state your job's overall objectives. To.....")

To work as part of a team performing a variety of tasks associated with food production and service within a large commercially viable catering service ensuring high standards of food is provided in an efficient and customer focused manner.

**2. PRINCIPAL ACCOUNTABILITIES:**

(Describe the important end results you are expected to achieve).

- a) Work as part of a team ensuring all service areas are prepared prior to, and during service times and stock levels are maintained. Be responsible for ensuring all customers of the catering service are treated and greeted in a professional manner, all tasks are focused on providing an excellent customer focused service delivery.
- b) Be responsible for making and serving quality beverages and food products to all customers of the servery and ensuring the operating of all catering equipment is carried out in a responsible manner. Utilise the electronic point of sale (tills and click and collect) provision to ensure payments are processed, orders are monitored and served to customers in a timely and efficient manner.
- c) Maintain highest levels of cleanliness and hygiene within the kitchen, serving area and eating area, and ensure that the cleaning schedule and daily checks, to include temperature monitoring are completed as required to ensure that safe working practices are followed. Immediately report any problems or defective equipment to management.

- d) To work as part of a team providing a highly efficient and functional hospitality service. Ensure the service meets the agreed order requirements, is delivered and collected on time and meets the needs of the customer.
- e) Ensure knowledge of all served food and drinks to provide the customer a full understanding of current menu options. To carry out any other reasonable duties within the overall function of the catering provision.

**3(a) KNOWLEDGE AND EXPERIENCE:**

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Must have Level 2 food hygiene certificate.

Experience in a retail or hospitality role ideally in a restaurant/coffee shop.

Good communication skills are required as the postholder is expected to communicate clearly and effectively.

Competent user of Microsoft Office IT packages, EPOS, and other specific food control software.

Ability to work independently with strong organisational and time management skills.

**3(b)** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

**4. RELATIONSHIPS:**

**(a) Supervisory responsibilities:**

None.

**(b) Supervision Received:**

Reports to the Food and Beverage Supervisor however the postholder is expected to work without direct supervision. In addition, take direction from other managers and supervisors.

(c) **Other Contacts:**

(i) **Within Merseyside Police:**

Daily contact with Police Officers and Staff regarding service provision.

Daily contact with Administration Staff regarding bookings for service provision.

(ii) **Outside Merseyside Police:**

Contact with outside contractors regarding deliveries and orders.

**5. CONTEXT:**

(a) **Operating Environment:** (Services provided, work patterns, who are the customers).

Will work a fixed day shift however will be required to work weekends and outside normal working hours to enable a service to be provided for special events / critical incidents.

(b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Financial Regulations  
Standing Orders  
Health & Safety Legislation  
Food Safety & Food Hygiene Legislation

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

None

**6. DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

**Financial:** None

**Staff:** N/A

**Other:** Providing high quality service delivery and food that supports the delivery of a high performing force wide commercially viable catering provision to sites within the force that have catering service.

In addition, a number of hospitality events/meetings, and provision of food for operational off site events

**7. JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

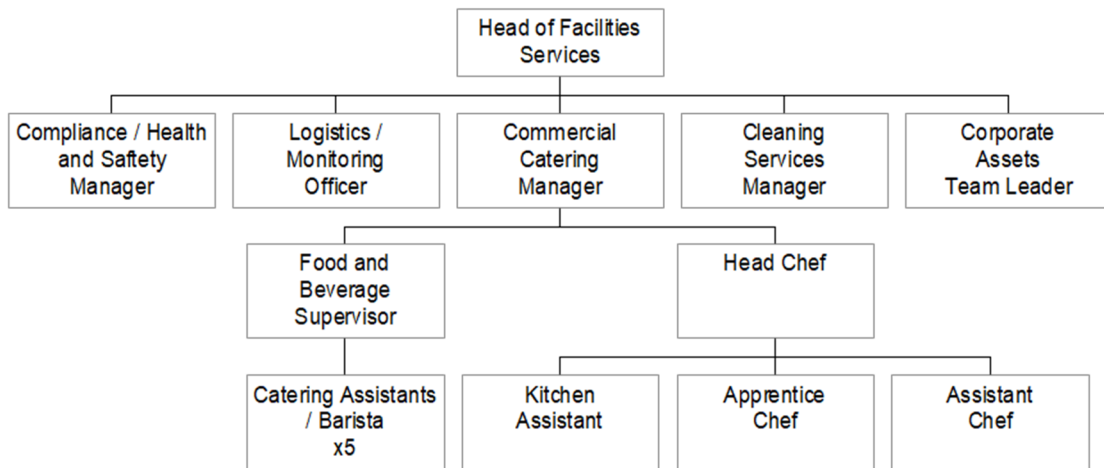
The role is delivering a key role to the catering service, ensuring the service is of high quality at all times.

**8. ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

**9. ORGANISATIONAL STRUCTURE:**

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



**10. AGREEMENT OF QUESTIONNAIRE CONTENT:**

(Please sign when completed)

POSTHOLDER'S NAME:  
(Please print in block capitals)

POSTHOLDER'S SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_ Extn \_\_\_\_\_

MANAGER'S NAME:  
(Please print in block capitals)

MANAGER'S SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_ Extn \_\_\_\_\_