

## Role Profile

<b>Job title</b>	<b>Catering &amp; Café Assistant</b>	<b>Salary:</b>	£10.55 per hour
<b>Reporting to:</b>	Catering Supervisor	<b>Holidays:</b>	33 days including bank holidays
<b>Location:</b>	Future, Barking and Dagenham Youth Zone	<b>Hours:</b>	Between 8.5 to 26 Hours per week available. Hours typically worked, 12 to 14. Unsociable hours working evenings and weekends.

**The Person:** Are you passionate about the health and wellbeing of young people? Do you want to put your catering and customer service skills to good use, interact with young people and help inspire and change their lives? Then read on...

**Key Relationships:** Catering Supervisor, Facilities Officer, Business Operations Manager, all Youth Zone staff, External Stakeholders, Young People, Parents, Visitors.

**Key Dates:** **Closing date: Ongoing – Apply ASAP**



### Context of the post:

Barking and Dagenham Youth Zone, named “Future” by local young people, will be the first Youth Zone in London opened by the national charity ‘OnSide’ in spring 2019. This is an exciting and unique opportunity to join the delivery team pre-opening and play your part in history, shaping the café and food options and influencing Youth Work facilities for London’s young people.

Like all OnSide Youth Zone’s, Future exists to give all young people, particularly those who are disadvantaged, somewhere to go, something to do and someone to talk to. Each Youth Zone is open 7 days a week in the evenings, at weekends and during school holidays. Future

Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults.

Future's state-of-the-art £6.5 million building on Parsloes Park, Dagenham, will offer a wide range of activities which will provide young people with the opportunity to try new things, meet new friends and receive support from our friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall, recreation area, dance studio, arts and crafts and music and media suites. All facilities have state-of-the-art equipment to give our young people the very best for sporting, artistic, cultural and general recreational activities and targeted services. To access a Future Youth Zone, young people aged 8 – 19 (or 25 with additional needs), simply pay 50p per visit and £5 annual membership.

Find out more about OnSide Youth Zone's by watching ....

<https://www.youtube.com/watch?v=Yb18h1TPRNE>

<https://www.youtube.com/watch?v=Q3fFHKXV7ZQ>

<https://www.youtube.com/watch?v=sZCMoDYeFTQ>

.....it might just change your life!

### **Duties and Responsibilities - General**

- Be a role model for young people and present a positive "can do" attitude
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Work within the performance framework of Future Youth Zone and OnSide
- Represent Future Youth Zone positively and effectively in all dealings with internal colleagues, external partners, members and the general public
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety and equality and diversity.
- Be alert to issues of safeguarding and child protection, ensuring that the welfare and safety of Future Youth Zone members is promoted and safeguarded. Report any child protection and safeguarding concerns to the designated safeguarding lead, following the safeguarding policies and procedures (training to be provided)
- To assist with any promotional activities and visits that take place at the Future Youth Zone
- To actively promote Future Youth Zone and positively contribute towards increasing Youth Zone membership

### **Duties and Responsibilities – Detailed**

- To undertake the preparation of food and beverages served in the café area
- To undertake the preparation and delivery of food and beverages for events, internal meetings and room hires
- To serve food and beverages to Future Youth Zone members, ensuring they receive a great level of customer service
- To assist with the production and costing of menus
- To comply with stock control procedures
- Ensure all kitchen equipment is regularly cleaned, reporting any faults/repairs required

- Ensure all Health and Safety and Environmental Health requirements are adhered to, namely: -
  - Reporting of all equipment not working properly
  - Reporting of any health and safety issues
  - Compliance with food hygiene regulations
  - Ensuring food is stored correctly and at correct temperatures
  - Recording temperatures on delivery of all high-risk food and prior to service, where applicable
- To assist with the ordering and control of all stock
- Cash handling in line with Futures financial procedures
- Maintaining a clean working environment as set out in the cleaning schedule by ensuring regular cleaning of all work surfaces, storerooms and ancillary areas
- Clearing tables and washing up
- Undertake such other additional duties which may result from changing circumstances
- Carry out any other reasonable duties as requested by management

### Person Specification

<b>Selection Criteria*</b> A = Application Form    I = Interview    T = Test/Personality Profile	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Experience</b>		
Experience of working in a catering environment	Essential	A & I
Knowledge of Health, Safety and Environmental issues	Essential	A & I
Experience dealing with customers, including young people	Essential	A & I
Experience of cash handling	Desirable	A & I
<b>Qualifications</b>		
Basic Food Hygiene Certificate	Essential	A
NVQ Level 3 Catering or other recognised Catering qualification	Desirable	A
Advanced Food Hygiene Certificate	Desirable	A
<b>Skills</b>		
Ability to communicate clearly and follow instructions	Essential	A & I
Ability to prioritise work and manage time effectively	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to organise tasks and priorities work	Essential	A & I
<b>Special Requirements</b>		
A willingness to work unsociable hours, during evenings and weekends is required	Essential	A & I
A willingness to work additional hours to cover events, holidays and staff absence	Essential	A & I

Enhanced DBS clearance. Commitment to Safeguarding children	Essential	A & I
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\*Selection criteria for guidance only, alternative methods may be used to assist the selection process

**The strength of the OnSide Network of Future Youth Zone is the diversity of its people; we place huge value on different people doing things in different ways and we welcome applications from what might be considered non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. Future Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.**

For information regarding how OnSide Youth Zones processes your data, please click here: <https://www.onsideyouthzones.org/applicant-privacy/>

## ONSIDE YOUTH ZONES NETWORK VALUES



### YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

### EXCELLENCE

We encourage ourselves and each other to be best we can be through continuous learning and improvement, and a focus on finding solutions.



### RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



### AMBITIOUS

We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

### COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

