

Job description

Job title: Catering/Housekeeping/Facilities Assistant

Grade: Dorset Council Grade 1

Job evaluation reference: HF601

Job family: Hospitality and Facilities

Purpose and impact

The purpose of this role is to provide essential support in catering and domestic tasks across specified locations, working under direct supervision and following established procedures. You'll undertake routine catering and domestic duties, ensuring environments are clean, safe, and welcoming. By reliably following guidelines and instructions from your line manager, you'll directly contribute to the efficient running and overall comfort of the locations you support.

Key responsibilities

1. Depending on the location of the role, the duties may include any of the following (see context statement for specific details): -
2. preparation, service or consumption of refreshments, food and beverages (hot and cold).
3. Assist in the preparation/packaging and/or service of refreshments, food, beverages and/or meals.
4. Lay and clear away tables.
5. Clean and wash up all crockery, cutlery and catering equipment used during food preparation and service.
6. Ensure the specific dietary requirements of service users are met (e.g. healthy eating, special/cultural diets, allergies etc).
7. Maintain/order stocks of food or refreshments (this may include vending machines or displays).
8. Handle and account for cash received from service users.
9. Undertake a range of general cleaning duties to the required standards (see context statement for specific details) which may include hovering, dusting, operating basic cleaning equipment, washing floors, cleaning of toilets/bathrooms/kitchens, emptying of bins/waste/recycling units and bed making.
10. Collect, wash, dry, iron and return laundry as required.
11. Attend staff meetings, undertake training and attend courses as required.
12. Maintain good food hygiene, infection prevention control and health and safety practice in all aspects of work.
13. Where the post is based within the People - Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
14. Where the post is based within the People - Adult Directorate, responsibility for promoting and safeguarding the welfare of vulnerable adults.
15. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



Other factors

16. The post holder may have some responsibility for:

- Small items of catering/cleaning equipment and/or cash
- Basic cleaning equipment and tools

17. The work environment may vary but will include hot kitchen areas. The role may include lifting, pushing and/or carrying equipment and use of cleaning materials. The post holder will have a set programme of tasks which will be subject to occasional interruptions.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process. We'll also use references to confirm that you meet the criteria for this role.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Prepared to work towards Foundation Certificate in food hygiene	Application form
2. Proven ability in basic English/Mathematics	Application form
Knowledge, skills and abilities	
3. Infection Prevention Control awareness	Interview Assessment
4. Understanding of basic food hygiene	Interview Assessment
5. Understanding of basic health and safety requirements	Interview Assessment
6. Basic knowledge of cleaning materials, electrical domestic/industrial cleaning/catering equipment (as appropriate) and their correct usage	Interview Assessment
7. Working as part of a team	Interview Assessment
8. Ability to maintain/complete accurate records	Interview Assessment
9. Empathy with needs of the relevant client group	Interview Assessment
10. Working to a good standard in accordance with health and safety regulations	Interview Assessment
11. Good communication (both written and verbally) and listening skills	Interview Assessment
12. Basic numeracy and literacy	Interview Assessment
13. Ability to work unsocial hours when required	Interview Assessment
14. Commitment to providing a high-quality service	Interview Assessment
Our values	
15. Respect	Interview Assessment
16. Together	Interview Assessment
17. Accountability	Interview Assessment
18. Openness	Interview Assessment
19. Curiosity	Interview Assessment



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
20. Recognised catering qualification and Foundation Certificate in food hygiene	Application form
21. First Aid certificate	Application form
22. Other relevant qualification as detailed in the Context Statement	Application form
Experience	
23. Previous catering work (as appropriate)	Application form
24. Previous housekeeping/cleaning experience (as appropriate)	Application form
25. Food handling and preparation	Application form
26. Maintaining hygiene in food preparation areas	Application form
27. Stock control	Application form
28. Handling cash	Application form
Knowledge, skills and abilities	
29. Working on own initiative	Interview Assessment

Approval

Manager's job title:
Date: March 2025

