

TEAM MEMBER ROLE PROFILE – June 2016

Title Reports to Level	Catering Assistant Catering Manager NT1	Business: Harlow College Location: Harlow, Essex		
ROLE IN CONTEXT		ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward-looking FE college, currently a sector leader for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> • Students at the heart • Work hard, work together • Be your best, be your future • Always be Innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose To provide a customer focussed and college catering service to students, staff and the general public.</p> <p>2. Function's Strategy Contribute to the function's strategy which is part of the Teaching, Learning and Assessment Strategy</p> <p>2. Key Partners/Relationships: Students College Staff Visitors General Public External Agencies Suppliers</p>		<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. Supervise students and work placements trainees 2. Monitor and maintain stock levels, re-ordering to be reported to manager when necessary 3. Ensure that the working environment is clean, safe and meets health and safety standards and requirements 4. Oversee the issue, return and disposal of materials and equipment is in accordance with College procedures 5. Maintain good working relationships with College staff and students 6. Offer a student and customer focused approach to work, being proactive in offering a service on and off college premises. 7. Ensure the highest level of customer care is adhered to at all times 8. Demonstrate a can-do attitude towards individual customer requests and strive to exceed customer expectations 9. Attend and participate in meetings as and when required. 10. Accept payment and give change to customers, including operating a till 11. Acquire a good knowledge of all products in order to be able to advise individual customers on their product choice 12. Maximise all sales opportunities through selling techniques 13. Actively gain customer feedback and report to manager 14. Flexible approach to work in all outlets within the catering team's remit <p>Critical Success Factors</p> <ol style="list-style-type: none"> 1. Deliver excellent standard of customer service 2. Create and maintain effective working relationships internally and with learners 3. Good communication and working effectively as a team 4. Adhere to procedures 5. Completion of annual appraisal 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational 'norm' <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Preferably educated to level 2, including English, Maths, or willing to take training 2. Proven experience of working within the Catering Assistant's role. 3. Knowledge of Health and Safety Regulations. 4. An understanding of competence-based training and assessment activities (preferred) 5. Demonstrate effective interpersonal skills and a flexible approach to work. 6. Ability to adapt to change and work effectively under pressure 7. Have proven experience of working as part of an effective team, able to build & sustain effective working relationships. 8. An understanding of safeguarding and equality requirements and their implementation in a FE College 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ An active participant in the College's Performance Development process (company appraisal scheme) ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Reviews activities/projects and identifies what worked well and what could be improved <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Meets targets and job related outputs ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Is fully engaged with the College's Quality Improvement cycle ➤ Is rigorous in analysis including self assessment ➤ Notices quality performance in others and offers feedback accordingly ➤ Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>4. Communicates with Impact</p> <ul style="list-style-type: none"> • Actively listens • Communicates clearly (both written and oral) • Builds positive relationships within and beyond own working area <p>5. Customer Focus (Internal or External)</p> <ul style="list-style-type: none"> • Uses customer feedback to continuously improve the customer experience • Considers future needs of customers • Responds to customer complaints promptly and positively <p>More Competencies</p> <ul style="list-style-type: none"> • Problem solving • Flexible • Team player/building • Methodical • Decisive

