

Queen Margaret's is a fully independent boarding and day school for girls aged 11-18, located in 75 acres of parkland, six miles south of the ancient city of York. The school provides a home in term time to the girls and resident staff, where they lead busy lives, achieving academic and sporting success and forming bonds of friendship that will endure for their lives. The importance of the provision of high quality wholesome food that meets the needs of all members of this busy community cannot be over emphasised. The part played by our Catering Assistants in providing meals for the school is very important.

### **Ethos of the School**

A Queen Margaret's education is an exciting, challenging and balanced experience. Our girls are part of a community of people who care for each other and grow as individuals. They develop a wealth of skills for use in their own lives and ideals to make a difference in the world. At the heart of a QM education is a love of learning, which is supported by a healthy body and healthy mind. When a girl has completed her education at QM she will be a free thinking, courageous individual, prepared to take her learning to the next level and her place in the modern world.

### **Aims of the School**

Queen Margaret's is a school for girls who aspire to be leaders in every walk of life. QM girls take advantage of the rich and complementary programme of studies and activities available to them. In doing so, we hope that they will:

- achieve excellence inside and outside the classroom
- develop an enthusiasm for independent thought, learning and research
- grow with emotional maturity, social awareness and respect for individuality and difference
- forge special friendships that will stay with them for the rest of their lives
- be interesting, well-informed, happy and confident members of the community

### **The importance of food at Queen Margaret's**

Girls and staff at Queen Margaret's lead active and busy lives; they require a healthy and enjoyable diet that meets their varied needs. Girls and staff regularly eat together; those should be occasions when the enjoyment of food in a happy atmosphere enhances their daily lives. The school receives many visitors. The hospitality shown to those visitors reflects immediately upon the school, appropriate catering services reflect favourably on the school, a poor standard of provision in our hospitality may be construed as indicative of similar standards elsewhere.

### **Catering Assistant – Job Description**

The school catering department operates throughout the year and catering services are provided from early morning until late in the evening seven days a week. Catering Assistants are required throughout those hours. The responsibility of a Catering Assistant is primarily (but not exclusively) to perform a front of house function on behalf of the catering department, dealing with all aspects of food delivery from the point that food is ready to leave the kitchen, to assist in the preparation of the front of house area for food delivery, to assist in the service of food and with the maintenance of standards in the food itself and in keeping the dining and catering area clean and tidy at all times.

Catering Assistants report to the Supervisor and Catering Manager and are responsible for the service of food and the maintenance of areas in which food is being served

### **Key functions**

- To prepare the servery and dining room areas for mealtimes, ensuring that all areas are clean and tidy and that all equipment needed for service of the meal planned is available
- To liaise with the kitchen to ensure that adequate supplies of all food being served are available throughout the service period
- To ensure that adequate supplies of crockery and cutlery are available and in a clean and presentable state throughout service periods
- To prepare food labels and menu cards and assist consumers by being able correctly to identify food being served and its key features; the principal ingredients in each dish and whether or not it is suitable for vegetarians

- To assist in the counter service of food during meal times
- To ensure that food and equipment temperatures are logged as required
- To carry out routine cleaning tasks throughout the day
- To assist with clearing crockery, cutlery etc. from front of house areas to the washing up area after each meal time
- To assist with the clearing and cleaning of servery, front of house and dining room areas following each meal time ensuring that flooring tables and chairs are cleaned and cleared appropriately
- To assist the kitchen in the preparation and physical delivery of supplies to houses, common rooms and main school
- To behave courteously at all times to those using the dining room facilities and when serving at events remembering that you are an ambassador for the school and at all times behaving accordingly

### **Catering Assistant: Person Specification**

A Catering Assistant must:

- Be enthusiastic about catering service and support
- Maintain high standards of personal hygiene and be careful about his or her appearance
- Understand the demands of customer service
- Make himself or herself aware of systems and legislative standards for which he or she is responsible
- Ensure that those standards are maintained
- Be able to communicate effectively
- Be willing to work to a flexible manner to reflect changing requirements
- have high standards of discipline and integrity
- be aware of the importance of Child Protection and Safeguarding of young people
- be prepared to undergo appropriate training as requested by the Catering Manager
- support the ethos of a full boarding school and boarding education
- be able to exercise total discretion and uphold confidentiality
- be inspired by challenges and seek to set individual targets
- have energy, drive, enthusiasm and a positive manner

### **Terms and Conditions of Employment**

The following particulars do not form any part of an offer of employment. Terms and conditions, which will incorporate the Staff Handbook, will be documented in due course.

#### **1. Appointment**

The Catering Assistant is appointed by the Bursar in conjunction with the Catering Manager, subject to enhanced DBS clearance and receipt of satisfactory references. The appointee will be required to complete a confidential medical questionnaire (and medical examination where applicable, the costs of which will be met by the school).

#### **2. Line Management**

The Catering Assistant reports to the Supervisor on duty who in turn reports to the Catering Manager and then the Bursar.

#### **3. Probationary Period**

This appointment shall be subject to a probationary period of three months during which the appointment may be terminated on one month's notice. This period may be extended by notice in writing given before the expiry of the initial period.

#### **4. Reputation**

All members of the Catering Department, as with all other members of staff, are responsible for the protection of the reputation of the school through their contact with girls, parents, visitors and outside organisations and through their conduct and the contributions they make whether in or outside school. Actions that may tarnish the reputation of the school are to be regarded as disciplinary issues.

**5. Working Hours and Holiday Entitlement**

The working hours and holiday entitlement of each Catering Assistant shall be as agreed with the Catering Manager and Bursar and are as set out in the offer letter. 28 days paid holiday (inclusive of Bank Holidays) will be provided, pro-rata for part time assistants. After working for 5 years one additional day paid holiday will be earned, rising by a further day for each additional completed year to a maximum of 5 additional days again this is pro-rated for part time employees. No holidays may be taken during term time.

Extra hours worked during term time between 06:30 hours and 20:00 hours on any day of the week will be paid at the standard hourly rate. Extra hours worked outside those times during term time will be paid at 125% times your basic hourly rate. Any work undertaken during school holidays, as agreed with the Catering Manager, attracts pay at 125% of your basic hourly rate. You will be obliged to work overtime during term time, when requested, up to a maximum of 25% of your contracted hours. Pay for contracted hours not fulfilled during term time will be deducted from your monthly salary.

**6. Pay and Pension**

Pay is calculated by multiplying the current hourly rate for the role by the contractual number of hours to be worked each week. This is then multiplied by the total of the number of weeks worked plus the pro-rata number of holidays. The resultant figure is divided by 12 to give an average monthly wage which will be paid each calendar month in arrears. After 3 months, you will be entitled to join the School's pension scheme; employee contributions are 6% and employer contributions are with the 8.4% of gross pay. Depending on your particular circumstances, the School may be obliged to enrol you in this scheme under the Pensions Auto-Enrolment legislation.

**6. Sickness and Absence from work**

The School's Family Leave and Sick pay policies are non-contractual and are available in the Staff Handbook (The QM Red Book).

**7. Notice Period**

The appointee is required to give the school not less than one months' notice of his or her intention to leave this post

**8. Meals**

Food and refreshments are provided during term time during the hours of duties.

**9. Safeguarding & Child Protection**

All employees of Queen Margaret's are responsible for promoting and safeguarding the welfare of children and young persons and must adhere to and ensure compliance with the school's Safeguarding and Staff Discipline policies. If in the course of carrying out the duties of this post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, this must be reported to the Designated Safeguarding Lead or as indicated in the policy.

Queen Margaret's is committed to safeguarding and promoting the welfare of children and young persons and candidates must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service.

**Queen Margaret's School**

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[www.queenmargarets.com](http://www.queenmargarets.com)