

Position Description

Title	Catering Assistant	Date Prepared	1.6.26
Reports to	Head Chef	Approved by	HR

RESPONSIBILITY STATEMENT

Your role as Catering Assistant is to provide friendly, attentive, and efficient service to our valued customers. You are responsible for the delivery of high-quality products whilst adhering to the policies and procedures of TWG. Your efforts will support the TWG team and business to meet and exceed the expectations of our clients and achieve the business objectives of the organisation.

KEY RESULT AREAS

The role of Catering Assistant involves assembling sandwiches and the preparation of fruit, vegetables, salad items and other tasks as required by Head Chef. Dishwashing is another key task using an automated dishwasher to wash crockery and cutlery. Previous experience in a busy cafe, kitchen, coffee shop or cafeteria is preferred.

Key Responsibilities

- Prepare and service catering when required.
- Temperature check of Cool room, fridges, freezer, dishwasher, deliveries
- Wash dishes when required.
- Correctly label produce
- Ensure ingredients and equipment are at the correct temperature
- Conduct daily cleaning task
- Restock fridges

Clean up and area maintenance

- All food preparation areas must be cleaned and sanitised at the end of day's trade
- Adhering to food health and safety standards.
- Dishwashing and stacking crockery
- Use correct chemicals on food preparation areas and kitchen equipment
- Follow cleaning schedule
- Maintain clean and sanitised service area and equipment.

Storage of goods, equipment, and chemicals

- Ensure correct rotation of stock
- Stock and maintain cleanliness of the storeroom
- Notify supervisor / manager of potential low stock items

Hygiene and Cleanliness

- Delivered in line with state and federal legislation and company policy.
- Self and team adhere to TWG grooming policy.

WH & S Policies and Procedures

- Understanding and comply with company OH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.
- Attend Toolbox Meetings.
- Knowledge of evacuation procedures.
- Completed safety induction

KEY RELATIONSHIPS:

External

- EY client, visitors, other key stake holders
- EY Employees
- Suppliers of TWG
- Clients of TWG

Internal

- Immediate team members
- Head Chef
- Hospitality Manager
- FB Supervisors
- Other staff of the TWG team.

PERSONAL SPECIFICATIONS:

QUALIFICATIONS

- Food Handlers Certificate

EXPERIENCE

- Experience working in a corporate environment is advantageous
- Experience in an events environment
- Experience in food preparation

COMPETENCIES:

Skills

- Spoken communication: able to clearly present information through the spoken word
- Policy and procedure: able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures
- Organisation and planning: able to organise or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.

Knowledge

- A strong understanding of the dynamics of a national organisation.
- Thorough understanding of cleaning service, function & event organising and delivery,

Behavioural Attributes

- Personal Effectiveness / Interaction – Self manages in accordance with the TWG vision, demonstrates diplomacy when dealing challenging situations. Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWG business objectives.
- Results Orientation / Execution – Particularly strong planning, organising and problem-solving skills. Demonstrated ability to handle multiple tasks simultaneously, with a sense of urgency. Practices continuous improvement by constantly reviewing processes and output in order to improve own deliverables.
- Balancing conflicting priorities – Identify and manage conflicting priorities.
- Facilitates change – Prepare and manage the impact of change on self and others, in order to capitalise on the opportunities that change provides.

COMPANY VALUES

TEAMWORK:

We recognise that by working together, with each other and with our customers, we can achieve more than by working individually. Supporting each other is vital to what we do. Our Shared sense of purpose enables us to deliver the best results.

RESPECT:

The core of our success relies on respect for each other and for our customers. We're open and honest in the way we communicate. Trust, fairness and integrity governs how we behave.

COURAGE:

We're always looking for better ways to do things. We're not afraid to develop new ways to provide better results for our customers. We face new challenges with confidence.

ACCOUNTABILITY:

We're known for getting on with the job and seeing it through to the end. Learning from our mistakes is what helps us to improve. We take our responsibilities seriously and act ethically at all times.

PERFORMANCE STANDARDS

Performance Standards will be measured based on the Key Result Areas list above, identifying levels of standards with a measurable outcome. Performance Standards will be discussed on the commencement of employment.

WORK ENVIRONMENT

Our catering service operates from our client premises at EY.

INDICATIVE HOURS

You will be given notice of all shifts, which can fall on any days of the week (Monday to Friday) and the times of work will be dependent on function requests.

PHYSICAL DEMANDS

To perform the essential functions of this role, you must be able to stand for the majority of your working shift, lift and carry food service items, move equipment, load and unload trolleys.

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: _____