**Job Description: Support/Catering Assistant (ACC)**

Our job description is in 2 parts. This first page applies to ALL staff who work at the Aldingbourne Trust.

The 3 levels (basic, stretch & magic) are our framework for providing the best support, whatever our jobs.

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| **Magic- making a big difference** |
| * Actively supporting people with their dreams/wishes/potential - thinking beyond today * Coaching others * Learning from & celebrating success |
| **Stretch – developing yourself** |
| * Self development - a willingness to step outside of your comfort zone * Learning/questioning/finding out - are there better ways of doing something? * Working with others in a mutually supportive, professional manner - not just the usual suspects -   knowing your local community, linking people with learning disabilities, colleagues & volunteers to improve opportunities, contacts, networks & results   * Actively seeking, hearing & acting on feedback * Challenging complacency & poor performance * Reviewing/planning/ your own work & doing what you say you will * Sharing your skills/coaching others across the Trust * Supporting change, able to identify & overcome barriers |
| **Basics – the fundamentals, these must happen** |
| * Understanding & actively supporting the Trust's values, aims & policies through your own actions * Supporting people to become as independent as possible. Demonstrating genuine respect for   people with learning disabilities, keeping people, places & items safe, using risks as opportunities   * Listening, respecting other viewpoints. Maintaining confidentiality * Self awareness - mutually supportive relationships, dealing with stress, taking holidays, not building up lieu time, asking for advice and/or support * Good time keeping, attendance & reliability. Sharing information & your views, suggestions/   concerns. Communication & paperwork up to date & accurate, courteous, accurate & concise   * Being a role model - you aren't expected to be perfect, but you are expected to act with integrity within and outside the Trust * Spending wisely, stopping and reducing waste. |

This section of your job description is specific to your job role. We think every job has some fundamental skills which fit with what we believe people need to be good at in order to provide the best support.

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| **Risk taker:-** | **Networker / Bridgebuilder:-** | **Coach:-** |
| Risks seen as opportunities & threats. Gets basics right – e.g. medication, safeguarding, health & safety. | Knowing who can/will fulfil needs outside of the “usual suspects”. Asks, seeks, finds out. Familiarity with Trust vision & values. | Supporting people to take  responsibility and action, encouraging free thinking, listening & questioning skills, non-judgemental |
| **Support provider:-** | **Teacher:-** | **Adventurer:-** |
| Arranging support, clear plans, outcomes, monitoring, admin & organisational skills, meeting regulatory requirements | Learner centred. understanding of pace,  resources and learning.  Not prepared to give up. Will try different approaches. | Creative, beyond status quo, able to step out of comfort zone, listening, understanding people, overcoming resistance & complacency |
|  | **Mediator:-** |  |
|  | Advocating, listening, moving out of “I know best culture”. Resolves conflict, does not avoid conflict |  |

**Detail of your job description**

**Project:**  Aldingbourne Country Centre

**Job Title:** Support/Catering Assistant (ACC)

**Work Location:**  Aldingbourne Country Centre & Durban House.

**Directly responsible to:** Hospitality Services Manager, Aldingbourne Country Centre

**Overall responsible to:**  The Managing Director, Aldingbourne Trust

**General purpose:**

This position is key to the Trust meeting its expectations in delivering our hospitality services to a wide range of external and internal customers. The provision of excellent training and commercial success across all enterprises is an essential part of making the Country Centre successful and sustainable. Customer focus is a critical requirement and the post holder will be responsible for helping to ensure that all catering and hospitality services meet these standards.

The Catering Assistant will assist in providing training, support and appropriate learning environments for people with learning disabilities to provide quality services to all customers, ensuring the highest standards of service are maintained.

**Main duties:**

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| **Mediator** |
| * To assist the Hospitality Manager and team with all aspects of food preparation, training, food and kitchen hygiene, home baking and customer service. * Building & maintaining positive working relationships with visitors * Ensure good communication takes place with visitors & staff |

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| **Risk Taker** |
| * Risk taking in this context is about trying new approaches, not about risking the Country Centre, its clients, staff, animals, visitors, products or equipment. * To ensure the observance of Health & Safety Regulations and Safety procedures under the Health & Safety at Work Act. * Helping with new activities to provide flexibility when required. |

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| **Networker / Bridgebuilder** |
| * To ensure customers are greeted politely and with a warm welcome. * To fully engage with our visitors to ensure they have a safe, enjoyable and informative visit to the Aldingbourne Country Centre. * Ensure customers have all available information to enhance their visit. * To participate in staff meetings, training courses and seminars. * Working proactively & supportively with the Hospitality Services Manager, the Aldingbourne Country Centre Manager and team. |

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| **Teacher** |
| • Embrace person centred approaches and ensure positive outcomes are achieved.  • Ensuring people with learning disabilities understand their rights and responsibilities and are  supported to undertake an active role in making decisions about their support.   * Ensure client records are updated on our iplanit system. |

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| **Support Provider** |
| * To serve and assist customers in the cafe ensuring an excellent standard of customer service is maintained. * To operate the tills effectively and account for daily takings. * Respond to requests for information/clarification from colleagues & visitors. * Ensure the visitor facilities are clean and stocked. * To participate in the security arrangements at the Centre. |

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| **Coach** |
| * Provide opportunities for people with learning disabilities to gain skills developing their independence and leading towards employment * Coach clients to provide excellent customer service, leading by example. |

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| **Adventurer** |
| * Contribute to new ideas & projects to achieve successful implementation * Ability to step out of comfort zone, to explore & consider innovative approaches to meet   the Trust’s objectives   * Consider the use of technology in enhancing performance * Promote the Aldingbourne Trust and Aldingbourne Country Centre as an employer and visitor attraction of choice. * Ensure you maintain a programme of continuing professional development. |

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| **Additional Duties and requirements:** |
| * You will be required to complete any other reasonable duties commensurate with the post. * Due to the sensitive nature of the duties, the post-holder will be expected to undertake an Enhanced Disclosure in the event of a successful application. |

**The Person Specification: Support/Catering Assistant (ACC)**

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| **Essential:** |
| * Able and willing to work 3 days over a 7 day shift pattern i.e. including weekends and public holidays subject to agreed rotas. * Relevant experience in a Catering Environment… * Food Hygiene Qualification, being familiar with food safety standards * Self-motivated * Good communication and listening skills. * Demonstrate the ability to provide excellent customer care. * Good team working skills. * Ability to maintain a safe working environment * A commitment to the principles of people with learning disabilities having human rights, dignity, respect, equality and an emphasis on positive outcomes for people. An understanding of how to develop arrangements that safeguard and protect people from abuse. * Own transport is essential due to the locations of the sites. |
| **Desirable:** |
| * Administrative/organisational/IT skills – able to use email (Outlook). * Food Preparation Qualifications NVQ level 2 or equivalent. |

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| **Last Updated:** |
| September 2021 |

**Terms and Conditions: Support/Catering Assistant (ACC)**

* Salary - £16217.89 (Point 101) - £18280.46 (Point 108). 37.5 hours per week, including weekend and Bank Holiday rota working, some evening events. (Starting salary dependent on your skills and experience)
* Pension: NEST scheme
* Life Assurance: x2 your annual salary.
* Annual leave: Pro rata 25 days (of which 5 must be taken over Christmas / New Year close down) plus Bank Holidays. In addition, 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years.
* Sick leave: 2 weeks after 1 month service
* Emergency Family/Carers leave: 6 days per annum pro rata.
* Childcare voucher scheme.
* Counselling Service.
* Cycle Scheme.
* Free entry to Aldingbourne Country Centre for 2 Adults and 2 children. 10% staff discount on all plant, café and shop sales on receipt of a valid staff ID card and not in conjunction with any other offers.