



MIDDLEPORT POTTERY

Catering Assistant

We are looking for the right person who is an enthusiastic experienced **Catering Assistant** with some cooking experience to join the Packing House Café.

Are you a team player with a passion for food and people? Do you thrive in a busy environment? If so, then we are looking for someone just like you to help us deliver exceptional customer experience.

The role requires an individual who simply enjoys cooking and a commitment to providing a first-class customer service. Experience of working in the food industry and a customer-facing environment is preferable.

Your key responsibilities will include:

- Preparing and presenting delicious, high-quality food that delights our customers
- Creating attractive food and counter displays
- Delivering exceptional customer service
- Representing Re-Form Heritage at the Packing House Café and maintaining a positive brand image
- Handling cash and operating the till
- Complying with Food Handling & Hygiene standards
- Complying with Health & Safety regulations
- Ensuring that the kitchen and service areas are clean and tidy

Our ideal Catering Assistant will:

- Have an enthusiastic can-do attitude
- Display passion for delivering excellent customer service
- Be an excellent team player
- Arrive equipped with a desire to succeed in your role
- Thrive working under pressure
- Demonstrate outstanding timekeeping and reliability
- Have a safety-first mind set
- Have experience within a similar catering-related role, but this isn't essential.
- First class communication skills and demonstrate accuracy and attention to detail.
- The ability to demonstrate great team work

In return for your commitment, hard work and enthusiasm you will be rewarded with a competitive rate of pay, staff discount, free parking and refreshments whilst on duty.



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Hourly rate: Real living wage of £9.50 per hour.

Hours: Trading hours are 10am to 5pm on a 7 day week basis. Your working hours will be rota'd based on operational requirements.

No split shifts, predominantly daytime working.

Regular weekend and bank holiday working will be required.

Interview dates are flexible, and an immediate start is available for the right candidate.

To apply: Please submit your CV and letter of application to info@re-form.org

About us: Re-Form Heritage owns and manages Middleport Pottery in Burslem, Stoke-on-Trent. Built by Burgess and Leigh in the late nineteenth century it remains the home of Burleigh pottery. Following regeneration, Middleport Pottery was opened to the public in 2014 and is now an award-winning visitor destination in the heart of the potteries.

As well as a Heritage Trail, Factory Tour and Collection, also on-site are the Middleport Studios created and leased to local makers and artists, Clay College serving students on a two-year Diploma and the charity's retail shop. A further regeneration project will see the opening of Harper Street in 2022, the 11 former pottery workers' terraces adjacent to Middleport Pottery, which will offer a new visitor experience of the pottery workers' domestic and working lives in the 1950s. Harper Street will also add a further 7 crafts and retail units, a research centre and a community facility.

The Packing House Café will be a focal point for returning and new visitors to enjoy within our renowned heritage setting.

Catering Assistant

The Packing House Café, Middleport Pottery

Job purpose:

- To assist in the preparation and presentation of food at the Packing House Café for Re-form Heritage.
- To create attractive food and counter displays.
- To provide a welcoming environment and provide an exceptional standard of customer service.



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- To ensure correct portion control is maintained at all times and support the profitable operation of the Packing House Café.

Key duties:

- Support the Catering Manager to prepare, cook and present delicious, high quality food.
- Work with the front of house team to provide exceptional standards of customer service at all times.
- Create attractive food and counter displays.
- Maintain procedures and safe systems of working that comply with Health and Safety and Food Safety legislation.
- Follow procedures to minimise waste, control costs and resources.
- Support the Catering Manager regarding stock control including checking and receiving deliveries, report any discrepancy or quality defect and complete regular stock checks.
- Till operation including cash handling.

Person Specification –Catering Assistant

Characteristic or Knowledge Area	Essential	Desirable
Education and Training	Evidence of basic numeracy and literacy skills.	Minimum Level 2 Food Safety qualification (Basic Food Hygiene)
Experience	Previous experience of working in the food service industry at a similar level. Proactive delivery of excellent customer service.	Till operation and cash handling.



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	<p>A good understanding of the principles of food hygiene and preparation.</p> <p>A good understanding of health and safety compliance.</p>	
<p>Aptitude, Skills and Knowledge</p>	<p>A strong interest in, or knowledge of, special dietary requirements and wholesome food.</p> <p>Excellent organisational and time management skills.</p> <p>Catering - a love of food and excellent presentation skills.</p> <p>Excellent team working skills.</p> <p>Energetic and enthusiastic.</p>	<p>IT literate.</p> <p>Able to operate effectively under pressure.</p> <p>IT - good command of MS Office especially Word and Excel</p> <p>Financial - stock control experience.</p>
<p>Interests</p>	<p>A passion for food in all aspects – taste, cooking and presentation.</p>	
<p>Disposition</p>	<p>Self-motivated, adaptable and resourceful.</p> <p>Punctual, reliable and trustworthy.</p> <p>Hard working, flexible and positive disposition.</p> <p>Enjoys giving professional and personal service at all times.</p>	
<p>Other</p>	<p>Able to undertake work within a 7 day rota system.</p> <p>Experience of working in a commercial catering environment, including counter service/front of house and food preparation</p> <p>Ability to work on own initiative</p>	<p>Hold a full driving licence</p>



RE-FORM
LIVING, BREATHING, HERITAGE

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	A positive and flexible approach to work and the ability to remain calm under pressure	
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