

JOB PACK

CATERING ASSISTANT

Creating homes.
Building lives.





ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. Please see the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

The people we support are a diverse group of individuals with a variety of support needs and a broad range of interests. Our Jigsaw Support Team are passionate about improving the quality of lives of our residents by providing an excellent standard of accommodation and support packages to help them move onto independent living. We want people who care as much as we do about delivering an excellent service to our customers; in return you will be joining an innovative forward-thinking team that encourages and supports success.

Role Summary

You must be a people person and enjoy providing excellent customer service, by being customer focused. Main duties will include, assisting the cook by preparing food, serving meals, clearing tables and general cleaning within the dining areas and the kitchen. You will be expected to work inline with food safety and hygiene standards.

This is an extremely rewarding role for the right individual, previous experience of working in a catering environment is desirable but not essential.

Full training and a basic food hygiene qualification will be provided.

Responsible To - Scheme Manager

MAIN TASKS OR ACTIVITIES

1. Under direction and guidance of the Cook prepare and cook meals that are nutritious, individualised as required, stimulating, enjoyable and healthy and ensure all requirements for food safety and hygiene are met.
2. Be responsible for the preparation and provision of refreshments.
3. When on duty comply with all direction and rota requirements to clean kitchen equipment, kitchen areas and dining areas to ensure a high standard of hygiene are maintained.
4. Take responsibility for ensuring that tenants are served efficiently and that their expectations are consistently exceeded.
5. Be a proactive member of the team, continually seek to improve and develop own skills and the performance of the team and operate within and comply with Jigsaw Homes policies, procedures and values at all times.
6. To carry out your role and live the Jigsaw values in a way that leads to increasing levels of internal and external customer satisfaction.
7. Maintain a constant awareness of the changing needs of tenants / customers, and working as part of the team, suggest changes to meet those needs.
8. Work as part of a rota across two or more sites to ensure an effective and professional catering service is provided.
9. Using knowledge and experience as well as guidance and direction ensure that all standards in respect of food hygiene, health and safety are established and maintained in line with food safety legislation and best practice.
10. Support the Cook to monitor budgets as requested, for example by checking incoming deliveries, assisting with stock takes and mainlining waste.

11. Take shared responsibility for the security of food and kitchen supplies.
12. Ensure all records are maintained and up to date.
13. Assist in the development of continuous improvement ensuring efficiency and value for money within the service.
14. Work within organisational policy and procedure on a daily basis.
15. Work within expected organisational behaviours for employees.
16. Follow all Group policies and procedures in accordance with the role. Attend Mandatory training when requested to ensure compliance with Group policies and procedures.
17. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
18. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Directors, Operations Directors & Assistant Directors, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Basic food hygiene qualification
- Ability to display passion for food and beverage services
- Professional approach with a friendly and pleasant manner
- Knowledge of Health & Safety applicable to a catering service
- Ability to work cooperatively and effectively as part of a team
- Ability to communicate effectively verbally and in writing

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

Regulated by the Regulator of Social Housing Registration No. LH 4345
Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



Creating homes. Building lives.

