



Food Service Assistants

Job Description

Monkton is seeking to appoint Food Service Assistants to join our current team and work with our team to give our customers an outstanding experience and contribute to our ethos of fresh, modern, British cooking using sustainable, honest, local ingredients.

Positions available:

- 1 x 33.75 hours per week
- Weekend only work (Saturdays and/or Sundays)

The School has a varied menu which includes breakfast, lunches and suppers as well as a variety of weddings, formal dinners and residential lets throughout the year.

We're looking for people who are:

- Passionate about food and people
- Committed to providing first class customer service
- Dedicated to enjoying the job and working as a team.

This is not "school" catering as anyone unfamiliar with our sector may think. We offer a contemporary high street range of dishes and are continuously looking to adapt our offer to emerging trends and customer tastes. Feedback from recent recruits includes comments such as "*many hotels would love to be this busy*", "*we could charge customers a good price for our main courses if we were in a pub*", "*we have the staff and the equipment to do a great job*".

The ideal candidate will;

- Work in harmony with fellow employees.
- Assist where instructed with the induction of new fellow employees.
- Comply with the instructions
- Report any incidents, accidents or potential accidents

Please note Monkton Combe School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and Disclosure and Barring Service



Monkton Combe School Overview

Monkton Combe School, just a mile from the World Heritage City of Bath, is an independent co-educational boarding and day school for pupils aged 2-18. We pride ourselves on our lively Christian ethos, excellent exam results and our strong pastoral care. At Monkton, we are setting standards for life; giving young people the qualities of character they need.

The Senior School (current pupil numbers are around 380) admits children from age 13 through to 18; the Prep School admits children from age 7 to 13 and the Pre-Prep has classes in Kindergarten (3 – 4), Reception (4 – 5) and Years 1 and 2 (5 – 7). The Nursery, set within the Prep School grounds, provides pre-school care (ages 2 – 3). The Senior School and Prep School have a strong boarding tradition; however, day pupils comprise one third of the intake of the Senior School and are in the majority in the Prep School. Since 1992 when it merged with Clarendon School for Girls the school has been co-educational with three boys' boarding houses and three girls' boarding houses, all in the school's immediate environs.

Our Vision: Monkton inspires young people to become confident, kind and ambitious adults who live fulfilling lives.

Our Mission: Monkton thinks differently. We start with a proactive pastoral environment to develop academically strong enthusiastic learners within a living Christian ethos

Our Values: Confidence, Integrity, Humility, Service





Food Service Assistant Job Description

Post: Food Service Assistant

Relationships: The post holder is responsible to the Team Leaders, Senior Chefs and Catering Management

Fundamental Task: To assist in the provision of a professional food service to the pupils and staff at the school, with specific responsibility for the standard of cleanliness and hygienic operation of the kitchen, dining room and associated areas, including the cleanliness of light and heavy equipment and utensils.

Specific Duties:

Training

- To undertake all training that may be required for the purpose of your employment.
- To comply with all Client & Company training policies and procedures.
- To undertake any child protection training required by the school.

Kitchen Hygiene

- To maintain the Company and Client standards of hygiene and cleanliness throughout.
- To comply with the cleaning schedules and rotas ensuring the highest possible standards of hygiene and cleanliness are maintained.

Food Service & Clearing – Areas as appropriate to your job

- To assist at service times, as directed, in a friendly and helpful manner.
- To ensure the efficient clearing of all dirty crockery, cutlery, etc. and maintaining the clearing area to the highest possible standard of cleanliness.
- To load and unload dishwashing machine ensuring all items are clean and dry and put away in their proper places.
- To ensure tables and condiments are left clean after service and tables are adequately stocked during service times with placemat, salt, pepper, water, etc.
- To ensure that the dining room and servery floors are left clean after each meal service.



Health, Safety & Hygiene

- To ensure the Client and Company standards of operation for all areas are met in full.
- To assist in the implementation of company policies and procedures.
- To comply with the cleaning schedules and rotas ensuring the highest possible standards of hygiene and cleanliness are maintained.
- To comply with the standard of dress and ensure that correct uniform is worn at all times while on duty.
- To comply with the Company Health & Safety standards as laid down in its manuals.

Company Policies

- To ensure that company policies and procedures are followed at all times.
- To meet the many and varied demands and requests of management.
- To establish and maintain friendly and professional relationships with pupils and staff within the Client organisation.
- To report any potential accidents, accidents or incidents of fire, theft, loss, damage or unfit food.
- To report any suspected child protection issues to your manager or the school child protection officer

Irregular Duties

- To attend meetings whenever necessary.
- To attend Training sessions whenever necessary.
- To report any customer complaints or comments and take action, if at all possible, to satisfy the customer.
- Any other reasonable request from the Client, Catering Manager or Supervisor

Note: The post holder may be reasonably required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of the responsibility entailed.

Coaching Ethos: Monkton staff are committed to continuing to hone and improve our practice in different areas. We intentionally reflect on our professional development throughout the year. As part of this, and to support it, we train staff in coaching skills, and staff coach each other, as well as gaining valuable skills to use day to day. Over the next three years, our aim is to train all staff in coaching.



Food Service Assistant Person Specification

		Essential	Desirable
Qualifications	NVQ or equivalent Level 2 Food Hygiene HACCP & COSHH training Basic First Aid, Fire Safety		√ √ √
Experience	Experience of dealing directly with customers Relevant experience within the hospitality industry	√	√
Knowledge And Understanding	Health & Safety and Child Protection Knowledge of how own job fits into the activity and role of Monkton	√ √	
Skills	Excellent communication skills A knowledge and understanding of written and spoken English is required for this post Total flexibility with working hours and days Ability to deliver a high level of customer satisfaction Able to deal with everyday problems and to identify problems that should be referred to a Manager	√ √ √ √ √	
Personal Attributes	Self-motivated Able to work as a team member and committed to supporting and being an active member of the wider team Excellent personal presentation & presence Awareness of the responsibilities of working in an environment with young people Understand and engage with the school's Vision, Mission and Values through their everyday activities Sympathy with schools Christian ethos	√ √ √ √ √ √	

Food Service Assistant



Terms and Conditions

Salary	The salary will be paid at scale point 3 of the Support Staff Salary Scale currently £9.00 per hour for hours worked. The School's Support Staff salaries will normally be reviewed annually in April.
Hours of Work	<p>1 x 33.5 hours per week x 45.4 weeks per year including holiday entitlement. Working pattern will be 5 days a week including Saturdays.</p> <p>Weekend only work is also available.</p>
Pension	Monkton provides access to a stakeholder pension scheme as required by law. The School will comply with its obligations under the Government's auto-enrolment scheme at the relevant time. You will be provided with details of the scheme and your right to opt out in due course.
Holiday	28 days including bank holidays (pro rata for part time/part year). When a bank holiday occurs during term time this will be considered as a normal working day and the normal rules regarding holiday will apply.
Lunch	Provided while catering facilities are functioning.
Notice	This position is subject to a 6 month probation period during which one month's notice from either party applies. Following successful completion of the probation period one month written notice applies.
Retirement	The normal retirement age for this employment is 65. However, the mechanics for compulsorily retiring employees have now been abolished so employees are required to provide notice in line with their contractual obligations, above, when they wish to retire.
Medical	All employees are subject to a medical report and to undergo a medical examination, if required.
Security	Monkton Combe School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and Disclosure and Barring Service.



Child Protection (Safeguarding) and Staff Code of Conduct and Behaviour Policy, including EYFS

Monkton takes safeguarding very seriously. To this end, all appointments are made subject to satisfactory DBS clearance. The interview will include questions about safeguarding children. Monkton's Child Protection (Safeguarding) Policy includes the following information:

The framework provided is an ordered, purposeful, happy and caring community. Pupils are encouraged to develop moral discernment. High standards of behaviour are expected and young people are asked to treat others with courtesy and respect. The School sets out to create a secure basis for living in community and to achieve a balance between thoughtfulness towards others and freedom for the individual to develop his or her own personality. Good pastoral care is central to the life of the School, through the Principal/Heads, Houseparents, Tutors, the Chaplain, the Medical Centre Sister and other members of staff.

Specific Objectives

1. To foster pupils' educational development through all areas of the curriculum so that their self-esteem is raised, enabling them to acquire skills, attitudes and coping strategies which will help them to make reasoned decisions based upon sound judgement and valid information.
2. To provide a variety of opportunities for discussion with their peers and teachers in which the ground rules of confidentiality, tolerance and trust are observed.
3. To teach problem-solving techniques, assertiveness skills and respect for themselves and for other people. To encourage them to be responsible members of the school community, who will develop into caring adults with regard to their families and to society.
4. To maintain links with parents and representatives of outside agencies.
5. To view seriously any instances of bullying and to deal with them effectively.
6. To ensure that all members of the school staff understand Child Protection procedures and are alert to signs of potential or actual abuse in the categories of physical injury, neglect, emotional or sexual abuse.
7. To have in place effective reporting and action procedures, as required by the Children Act 1989 (Pupil > Member of Staff > Designated Teacher > Principal/Head > School Medical Officer (where appropriate) > Social Services). These are set out in more detail in the policy 'Child Abuse/Protection' in this section of the Staff Handbook.

The full Child Protection document can be found [here](#).

If you are unable to access the internet, please request a hard copy.



Equal Opportunities Policy, including EYFS

The Equal Opportunities Policy Statement and Policy Statement on Harassment at Work are designed to implement the commitment of the School to Equal Opportunities. It is the responsibility of every employee to ensure his or her own conduct conforms to the expected standards and reflects these Policy Statements.

The aim of the Policies is to encourage harmony and mutual respect between individuals in order to promote good working practices with a view to maximising performance.

If these Policies are not implemented, then valuable talent and potential are wasted. Moreover, when unfair discrimination, harassment, bullying or victimisation take place they bring about a climate of fear, insecurity and poor work performance. As well as being unlawful, this affects morale. The School aims to comply with all relevant UK and European legislation.

Monkton Combe School has been registered as a school with a religious character by the DfES. As such the School is able to advertise for and appoint teaching staff who have specific Evangelical Christian faith that is central to the ethos and tradition of the School. In specific circumstances this authority enables positive discrimination in favour of Evangelical Christians.

It is vital that every employee understands his or her responsibilities. Equal Opportunities are taken very seriously by the School and wilful failure to apply the Policies or evidence of discrimination, harassment, bullying or victimisation will result in disciplinary action which may include dismissal.

The Equal Opportunities Policy Statement

1. The School values the individual contribution of people irrespective of sex, age, marital or civil partnership status, disability, sexual orientation, gender reassignment, race, colour, religion or belief, ethnic or national origin. The School is committed to ensuring that no applicant for employment or member of staff is disadvantaged by conditions or requirements which cannot be shown to be justifiable. This applies in particular but not only in relation to recruitment and selection, promotion, transfer and training opportunities, benefits, terms and conditions of employment, grievance and disciplinary procedures, termination of employment including redundancies, and conduct at work.
2. All employees should be treated equally with dignity and respect. The School will use its best endeavours to provide a working environment free from unlawful discrimination, harassment or victimisation on the grounds of sex, age, marital or civil partnership status, disability, sexual orientation, gender reassignment, race, colour, religion or belief, ethnic or national origin, pregnancy or maternity.



3. The School recognises its legal obligations, including those under the Race Relations Act, Sex Discrimination Act, The Equal Pay Act, the Equality Act 2010 and the Part Time Workers legislation.
4. The School is designated as a School with a religious character by the DfES. This may be taken into account when recruiting staff when appropriate to do so. Notwithstanding this, the School undertakes to review periodically its selection criteria and procedures to maintain a system where individuals are selected, promoted and treated on the basis of their merits and abilities.
5. The principles of non-discrimination and equality of opportunity also apply to the way in which staff must treat visitors, pupils, parents, suppliers and former members of staff.
6. The School will not tolerate acts which breach this Policy and all instances of such behaviour or alleged behaviour will be taken seriously, fully investigated and will be subject to disciplinary procedures if found to be discriminatory. The School further seeks to give all employees equal opportunity and encouragement to progress within the School.
7. The School promotes tolerance of each other and respect for each other's position within the School community, and provides positive images and role models, whilst seeking to avoid prejudices and raise awareness of related issues.
8. If an existing employee becomes disabled the School will make every effort to retain him or her within the workforce whenever reasonable and practicable with reasonable adjustments to assist in overcoming or minimising the difficulties. This may need to be in conjunction with a medical advisor.
9. Whenever reasonably practicable to do so, the School will install in existing premises facilities for people with disabilities. Whenever the School invests capital in new or refurbished premises, every practicable effort will be made to provide for the needs of staff and pupils with disabilities.
10. The School undertakes to distribute and publicise this Policy Statement to all employees and elsewhere as from time to time appropriate.
11. Any employee who believes that he or she may have been subjected to treatment which breaches this Policy may raise the matter through the grievance procedure.

Policy statement on harassment at work

1. The School believes that the dignity of every person must be respected. Harassment of colleagues or pupils is unlawful and unacceptable and will be regarded as a disciplinary offence, which, in serious cases, may be classed as gross misconduct, resulting in instant dismissal. The highest standards of conduct are required of everyone, regardless of seniority.



2. The School recognises that harassment may take many forms. It may be directed towards persons of either sex. It may relate to a person's ethnic origin, religion or belief, age, sex, sexual orientation, physical or mental attributes or some other personal characteristic.
3. Harassment may involve action or inaction, behaviour, exclusion, comment or physical contact that the recipient finds objectionable or offensive. It may result in the recipient feeling threatened, humiliated, intimidated, patronised, demoralised or less confident in their ability. Condoning such conduct may be harassment in itself. The test of harassment is, at least in part, subjective.
4. Examples of unacceptable conduct include:-
 - verbal abuse, or insulting behaviour
 - sexist or racist jokes, jokes about an individual's sexual orientation or jokes about an individual's physical or mental attributes
 - the display or circulation of sexually suggestive or racially abusive material
 - bullying, coercive, intimidating or threatening behaviour
 - the ridicule or exclusion of an individual for cultural or religious differences, on the grounds of sex or sexual orientation or on the grounds of disability or other protected characteristic
 - persistent teasing or constant unfounded criticism of the performance of work tasks
 - unsolicited or unwelcome sexual advances, including touching, staring or commenting
 - comments of a sexual nature about a person's appearance or dress
 - bribery or attempted bribery.
5. An allegation of harassment must not be made lightly. If it is found that an allegation of harassment has been made without foundation and maliciously, then this will also be regarded as a disciplinary offence and in serious cases may be regarded as gross misconduct leading to instant dismissal.
6. All complaints of harassment should be made to the appropriate manager unless the complaint is regarding this person, in which case the complaint should be to that person's superior. Reference should be made to the grievance procedure in the Personnel and Payroll Policies.

Statement to Prospective Parents

In line with the Equality Act 2010 and the stated protected characteristics in particular, we do not discriminate in any way regarding entry. For example the School does not treat disabled or prospective pupils less favourably for any reason related to their disabilities than it treats those to whom that disability does not apply. We welcome pupils with physical disabilities provided that our site can cope with them. However, the Senior School in particular is situated on a steep hill and whilst every effort has been made to make it as accessible as possible for wheelchair users, there are some areas where this is not feasible due to the topography. The School will always consider reasonable adjustments to admission arrangements to ensure that disabled pupils or prospective pupils are not placed at a substantial disadvantage in comparison with non-disabled pupils. We welcome pupils with special educational needs, providing that our Learning Support Department can offer them the support that they require. However, we advise parents of children with special education needs or physical disabilities to discuss their child's requirements with the Principal/Head before he or she sits the entrance exam so that we can ensure that we can make adequate provision for him/her. Parents should



provide a copy of an Educational Psychologist's report or a medical report to support their request, for example for extra time or other special arrangements.

See also SEND policy for information relating to pupils.