Your job

Job Title: Catering Assistant

Service: Transport & School Operations

Grade: 2

Reporting to: School Chef

Local Kitchen delivers high quality school meal services to a wide range of schools across the borough, including primary, secondary and special schools, supporting pupils aged 4–19 years. Our service plays a vital role in promoting healthy eating and positive lunchtime experiences for children and young people across the Wigan area.

As a **Catering Assistant**, you will work under the direct supervision of the School Chef, supporting the preparation and delivery of catering services. Duties will include basic food preparation, serving meals, setting up and clearing dining areas (including moving furniture), general cleaning, and washing up. You will work as part of a team to ensure catering and cleaning tasks are carried out safely and efficiently, in line with relevant policies and procedures.

Depending on the school, you may also be required to handle cash and operate a till. All work will be carried out in line with the council's **Team Wigan behaviours and values**, which underpin the *Progress with Unity* plan (2024) — an ambitious and collaborative movement for positive change over the next decade.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Complete all mandatory and essential training for the role.

On an ongoing basis you will:

- Ensure all work undertaken is completed in specified timescales.
- Promote a welcome and friendly environment for customers.
- Support the effective provision, delivery, and service of all catering requirements.
- Have knowledge and understanding of Hazard Analysis and Critical Control Points (HACCP) and food safety.
- Comply with relevant quality assurance standards.
- Adhere to health and safety working practices ensuring own personal safety and that of others.
- Maintain high standards of cleanliness and hygiene in all catering areas, in line with food safety standards.
- Work with other team members and colleagues to develop and maintain effective working relationships.
- Assist with basic food preparation, service, and the set up and clearance of catering areas.
- Follow procedures to ensure the safe preparation and service of food for pupils with allergies and special dietary requirements.
- Undertake regular training as and when required under the direction of the School Chef.
- Attend directorate level events, regular staff engagement sessions which focus on continuous improvement.
- Complete two cleaning days per year in the school holidays.
- Remain flexible and respond positively to ad-hoc changes in work location to support the Local Kitchen in delivering daily food provision across all schools in the portfolio.
- Always maintain appropriate professional conduct and comply with safeguarding policies and procedures.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Demonstrate a clear understanding of the principles of excellent customer care.
- Possess knowledge of basic food hygiene standards and show a willingness to undertake further training.
- Awareness of food allergens and special dietary requirements, with a commitment to following allergen and cross contamination procedures.
- Understand Health & Safety principles and commit to completing all mandatory training.
- Have a basic knowledge of food preparation techniques.
- Display strong basic numeracy and literacy skills.
- Show enthusiasm and commitment to delivering high-quality food provision across Local Kitchen's portfolio.
- Able to stand for extended periods and carry out manual handling tasks safely in line with training and risk assessments.
- Confidence to work on your own initiative and as part of a team.
- Willingness to work on school inset training days and school open evenings when required.
- Demonstrate reliability, punctuality, and the ability to meet agreed working hours.
- Ability to work respectfully with pupils, colleagues, and school staff, supporting an inclusive and professional environment.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“Take pride in all that you do and support and develop yourself and others.”
Be Accountable	“Be responsible for making things better, enabling change and supporting improvement.”
Be Courageous	“Be open to doing things differently and working collaboratively with others.”
Be Kind	“Be helpful, generous and thoughtful towards yourself and others.”