



# Application Pack

Catering Assistant *(20 hours)*





WORCESTER  
CATHEDRAL

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# About Worcester Cathedral



Worcester Cathedral is a magnificent sight as it rises majestically above the River Severn. Worcester has been the seat of a bishopric since the seventh century, and the Cathedral was served by monks until the Reformation. St Oswald and St Wulfstan were among the bishops.

Since the eighteenth century, the Cathedral has been famous for its part in the annual Three Choirs Festival, the oldest choral festival in existence. Today the Cathedral is the centre of a vibrant community of clergy and laypeople, offering the praises of God each day, serving the city and diocese of Worcester, and attracting visitors from all over the world.

Worcester Cathedral Enterprises Ltd is the trading company of Worcester Cathedral and comprises of both the Café and Shop. Generating funds for the Cathedral it is an important part of the Cathedral community.

The Cathedral community is diverse with over 70 staff and 200 volunteers. We are rightly proud of the tremendous heritage and number of partners we work with across the Cathedral to provide a warm welcome to our visitors to learn more about the history of the building, attend our many events and activities, and to experience the spiritual opportunities of the Cathedral.

The governance of the Cathedral is the responsibility of the Chapter, which comprises residentiary canons and lay canons with professional expertise and is chaired by the Dean. The Chapter is responsible for the strategy, oversight and delivery of the operational plan.

There are a team of Departmental Managers led by the Chief Operating Officer, who meet regularly and work collaboratively to achieve the annual objectives and plan. The Cathedral has a diverse range of income, all of which is achieved through donations, fundraising, earned income, investment income or other support.



# The Role

|   |
|---|
| <b>Job Title:</b> Catering Assistant (20 hours per week)  |
| <b>Department:</b> Café   |
| <b>Reports to:</b> Catering Manager   |
| <p><b>Duties &amp; responsibilities:</b></p> <ul style="list-style-type: none"> <li>• To ensure the Café operates effectively and provides a friendly and welcoming service to visitors.</li> <li>• To be part of a team, providing an excellent customer focused service to visitors, including taking orders, serving customers, operating the till, preparing food and drinks, clearing tables and washing up</li> <li>• To stock up provisions, including drinks, counter stock, table supplies, and other goods as required for customers</li> <li>• To work within health and safety, food hygiene and other relevant legislation, keeping appropriate records where required</li> <li>• To carry out cleaning tasks to ensure the premises are kept clean and tidy during and after each shift</li> <li>• To work flexibly as required, including supporting functions and weekends</li> <li>• To ensure that all safeguarding and health and safety processes are followed, and that care is taken to ensure safety for self and colleagues, reporting concerns immediately.</li> </ul> |
| <p><b>Health &amp; Safety</b></p> <p>Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health &amp; safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Organisation on health &amp; safety and not interfere with, or misuse, anything provided for your health, safety or welfare.</p>  |
| <p><b>Safeguarding</b></p> <p>All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Cathedral. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct, and undertaking any safeguarding duties commensurate with their specific role.</p>  |







# Person Specification

| <b>Overview and requirements:</b>   |                  |                  |
|---|------------------|------------------|
| The Catering Assistant will be responsible as a team member for all aspects of the Café's operation and where required, to work on functions. |                  |                  |
| The post holder must therefore be able to demonstrate:  |                  |                  |
|   | <b>Essential</b> | <b>Desirable</b> |
| <b>Qualifications</b>   |                  |                  |
| Good standard of education, including Maths and English at GCSE   | X                |                  |
| Relevant catering qualification e.g. City and Guilds  |                  | X                |
| Food Hygiene qualification  |                  | X                |
| <b>Experience</b>   |                  |                  |
| Previous experience of working in a catering setting  | X                |                  |
| Experience of working with a range of customers, providing high quality functions   |                  | X                |
| Experience of working to health and safety legislation  | X                |                  |
| Experience of handling a till, cashing up, and maintaining basic records  |                  | X                |
| Experience of working in a customer facing setting, ensuring accessibility and high-quality standards   | X                |                  |
| Experience of working in a small team and evidence of being a strong team member  | X                |                  |
| <b>Skills</b>   |                  |                  |
| Excellent time keeping and ability to manage own time effectively   | X                |                  |
| Ability to work unsupervised and take responsibility for ensuring basic tasks are completed   | X                |                  |
| High standards of cleanliness and hygiene   | X                |                  |
| Excellent communication skills, with other Cathedral teams and within the Enterprises team  | X                |                  |
| Excellent customer relationship skills and understanding of visitor needs   | X                |                  |
| <b>Personal Qualities</b>   |                  |                  |
| Ability to work flexibly where required, including some weekends and occasional evenings  | X                |                  |



# Working for Us

## **Salary**

The current salary for a Catering Assistant at Worcester Cathedral is £12.00 per hour (20 hours per week).

## **Pension Scheme**

All eligible members of staff will be automatically enrolled into the occupational Staff Pension Scheme, operated by Royal London. Contributions will be payable by the member of staff at 4% of basic salary and a 5% contribution by the Chapter. The Chapter may amend the pension scheme at any time.

## **Employee Assistance Programme**

On behalf of all cathedral employees, the chapter subscribes to an employee assistance programme from Health Assured – a way of providing confidential support to employees on matters of health and well-being.

## **Staff Discount**

All employees receive a 10% discount on purchases in the Gift Shop and Café within the Cathedral.





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# How to Apply

Application forms for the post of Catering Assistant should be emailed to [jobs@worcestercathedral.org.uk](mailto:jobs@worcestercathedral.org.uk)

Alternatively, you can post them to:

Matthew Hall  
Chief Operating Officer  
The Chapter Office  
The Old Palace  
Deansway  
Worcester  
WR1 2JE

Should you have any queries about this post, please don't hesitate to contact Maria Scialacomo (Catering Manager) at [mariascialacomo@worcestercathedral.org.uk](mailto:mariascialacomo@worcestercathedral.org.uk) or 01905 732933.

