



JIGSAW HOMES GROUP LIMITED

BENEFITS AND JOB DETAILS

Position:	Catering Assistant (Please Quote Ref AHA-436 on the application form)
Employer:	Jigsaw Homes Group
Location:	Eliot Gardens, Wigan
Salary:	£9.50 per hour
Hours:	4.5 hours per day with a 20 minute unpaid break Week 1: 3 days (Wednesday, Thursday & Friday) Week 2: 4 days (Saturday, Sunday, Monday & Tuesday)
Status:	Temporary for 6 months (subject to probationary period)
Holidays:	27 working days per annum (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 Pension Trust Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Closing date for applications:	Monday 29 th November 2021
Provisional interview date:	Tuesday 7 th December 2021
Commencement date:	As soon as possible
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.
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 standard disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Further information about the disclosure can be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believe 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.
Application to be returned to:	People Team Recruitment@jigsawhomes.org.uk

JOB DESCRIPTION

CATERING ASSISTANT

Department:	Independent Living
Located at:	Eliot Gardens, Wigan
Hour of work:	4.5 hours per day with a 20 minute unpaid break Week 1: 3 days (Wednesday, Thursday & Friday) Week 2: 4 days (Saturday, Sunday, Monday & Tuesday)
Responsible to:	Scheme Manager
Responsible for:	None
Overall aim of the job:	To assist with the preparation and cooking of meals using fresh produce, maintaining the highest standard of cleanliness and food safety at identified Independent Living Housing Schemes and Extra Care Housing Developments.

MAIN TASKS OR ACTIVITIES

Key Accountabilities:

- Under direction and guidance of the Cook prepare and cook meals that are nutritious, individualised as required, stimulating, enjoyable and healthy.
- Be responsible for the preparation and provision of refreshments.
- Ensure all requirements for food safety and hygiene are met.
- 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.
- Take responsibility for ensuring that tenants are served efficiently and that their expectations are consistently exceeded.
- 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.
- To carry out your role and live the Jigsaw values in a way that leads to increasing levels of internal and external customer satisfaction.

Key Work Objectives:

Food Quality

- Prepare and serve well cooked and appetising meals.
- Deliver a quality food and beverage offer using fresh produce that meets the requirements of the residents.

Food Service /Customer Service

- Customer focused at all times.
- Listen to feedback and provide suggestions to the team for improvement.
- Maintain a constant awareness of the changing needs of tenants / customers, and working as part of the team, suggest changes to meet those needs.

Team Work

- Work as part of a rota across two or more sites to ensure an effective and professional catering service is provided.
- Work together with a Cook or Senior cook who will provide guidance and direction as required.

- As part of a professional team maintain up to date knowledge and attend training as required.
- Food Hygiene, Health and Safety
- 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.

Finance and Administration:

- Support the Cook to monitor budgets as requested, for example by checking incoming deliveries, assisting with stock takes and mainlining waste.
- Take shared responsibility for the security of food and kitchen supplies.
- Procedure and Systems Responsibility
- Ensure all records pertinent to this role are maintained and updated.
- Assist in the development of continuous improvement ensuring efficiency and value for money within the service.

General:

- Attend meetings as required
- Work within organisational policy and procedure on a daily basis.
- Work within expected organisational behaviours for employees.
- Follow all Group policies and procedures in accordance with the role. Attend Mandatory training when requested to ensure compliance with Group policies and procedures.
- Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
- 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.

**PERSON SPECIFICATION
CATERING ASSISTANT**

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		
Basic food hygiene qualification	E	Application Form/Certificate
PERSONAL QUALITIES		
Ability to display passion for food and beverage services	E	Application Form/Interview
Professional approach with a friendly and pleasant manner	E	Application Form/Interview
KEY SKILLS		
Knowledge of Health & Safety applicable to a catering service	E	Application Form/Interview
Ability to work cooperatively and effectively as part of a team	E	Application Form/Interview
Ability to communicate effectively verbally and in writing	E	Application Form/Interview
Good organisational skills	E	Application Form/Interview
RELEVANT EXPERIENCE		
Previous role in food supply/catering kitchens	D	Application Form/Interview
Experience of working with older & vulnerable people	D	Application Form/Interview
Proven ability to consistently meet commitments on time, and to follow instruction such as outlined within policy and procedure	E	Application Form/Interview
SPECIALIST KNOWLEDGE		
Physical food preparation skills	D	Application Form/Interview
Health & Safety within the context of the workplace and professional kitchens	D	Application Form/Interview
Manual handling	D	Application Form/Interview
Health Eating	D	Interview
Minimising Waste	E	Interview
Basic understanding of Equality & Diversity	E	Interview

Please note:

Applicants must meet the above “Essential” criteria as a minimum. “Desirable” criteria will be used as a minimum to further shortlist applications received if necessary. We are willing to consider making reasonable adjustments for people who have a disability. If you have any questions please do not hesitate to contact the People Team via recruitment@jigsawhomes.org.uk

DISCLOSURE BARRING SERVICE INFORMATION

GENERAL DISCLOSURE INFORMATION:

The provisionally selected successful applicant for the post will be asked to apply for a Standard Disclosure from the Disclosure Barring Service.

A copy of the Disclosure Barring Service' Code of Practice, which Jigsaw Homes is committed to, is available on request.

As Jigsaw Homes meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

SHOULD YOU DECLARE A CRIMINAL RECORD? (PAGE 4 EMPLOYMENT APPLICATION FORM):

*The post for which you are applying involves access to vulnerable people and/or children. It is therefore exempt from the provision of the Rehabilitation of Offenders Act 1974. You are therefore NOT entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any convictions, conditional discharges, bound overs, or cautions, reprimands or final warnings, will not automatically disqualify you from employment but any failure to disclose such information could result in dismissal.

A criminal record will not necessarily be a bar to obtaining a position. This information will be used only to assess the applicant's suitability for employment, in so far as it is relevant, and Jigsaw Homes will consider persons with a criminal record on merit and ability and not discriminated against unfairly.

DISCLOSURE BARRING SERVICE POLICY STATEMENT

General principles:

As an organisation using the Disclosure Barring Service to help assess the suitability of applicants for positions of trust, Jigsaw Homes complies fully with their Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access:

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling:

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage:

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention:

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

<p>Disposal:</p>	<p>Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.</p>
<p>Acting as an Umbrella Body:</p>	<p>Before acting as an Umbrella Body (one which countersigns applications and receives Disclosure information on behalf of other employers or recruiting organisations), we will take all reasonable steps to ensure that they can comply fully with the DBS Code of Practice. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the DBS Code and in full accordance with this policy. We will also ensure that anybody or individual, at whose request applications for Disclosure are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.</p>
<p>Recruitment of ex-offenders:</p>	<p>As an organisation using the Disclosure Barring Service to assess applicants' suitability for positions of trust, jigsaw Homes complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.</p> <p>Jigsaw Homes is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.</p> <p>This policy on the recruitment of ex-offenders, is made available to all Disclosure applicants at the outset of the recruitment process.</p> <p>We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.</p> <p>A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.</p> <p>Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential, cover to a designated person within Adactus Housing and we guarantee that this information is only to be seen by those who need to see it as part of the recruitment process.</p> <p>Unless the nature of the position allows Jigsaw Homes to ask questions about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.</p> <p>We ensure that all those in Jigsaw Homes who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.</p>
<p>Recruitment of ex-offenders - continued:</p>	<p>At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.</p>

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the persona seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.
