



HOUSE OF COMMONS

JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	General Assistant
Campaign Type:	External
Payband:	CGE
Pay range:	£10,766.57 per annum (£19,469 full time equivalent)
Team:	In House Services
Section:	Catering
Reports to:	Catering Manager
Number of posts:	2
Hours:	20 hours per week
Contract type/ duration:	Guaranteed hour contract
Issue date:	10 December 2018
Closing date:	30 December 2018

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK Parliaments. Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

Team information

The In-House Services team aims to deliver a comfortable, safe and efficient environment for Members, their staff and staff of the House to work in; as well as providing a welcoming and functional environment for all visitors to the House of Commons.

Catering Services aim to deliver the best quality service with an enthusiastic and professional team for the benefit of all our customers. We are responsible for the efficient operation of the House of Commons catering facilities within the agreed financial framework.

Job introduction

Catering Services operate Catering facilities across the Parliamentary Estate operating a variety of cafeterias, bars, dining rooms, conferences and banqueting events. General Assistants will be required to work within the team supporting the Supervisors and Chefs to ensure the smooth and effective running of their area.

Key stakeholder relationships

Catering Managers and Supervisors
Other Catering Staff
Chefs

Location

This post will be located on the Parliamentary Estate, Westminster, London.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not usually eligible for vetting (but we assess each case individually).

Hours

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

The net working hours will be 20 per week. This excludes any breaks (further details can be found in the Staff Handbook). Exact times of attendance each day will be agreed with line management. The House of Commons reserves the right to change the start and finish times.

The contract offers a guaranteed 20 hours per week, with the possibility of additional hours being offered if there is a business need.

For further information:

Candidates should refer to the House of Commons careers website <https://www.parliament.uk/about/working/jobs/> or contact Recruitment@parliament.uk or 020 7219 6011.

Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend a competency based interview.

Key responsibilities

- To ensure a high standard of service and presentation is offered to all customers at all time, irrespective of the level of trade of guests.
- To ensure that all food and beverage displays, and fridges are replenished when needed, ensuring that all items for sale are available throughout the day.
- Helps to ensure that tables are kept clean, free of litter and neatly arranged.
- Ensure that condiment and cutlery stands are replenished when needed.
- Serving dishes ensuring that portion control and presentation guidance are followed.
- Occasionally assisting with food and beverage stock takes.
- Processes transaction through the till in a timely and efficient manner, and in line with the Cash Handling Policy.

- At the end of the day ensures that all unused stock is returned to the main refrigerators and the unit is clean and tidy ready for the following day's trade.
- Ensure that all Catering Service areas are cleaned in line with cleaning schedules daily, which will include some light cleaning duties.
- Undertakes other job-related tasks as asked to support the Catering department.
- Duties may vary in accordance with the operational requirements of the catering outlet where the post holder is based.

SKILLS AND EXPERIENCE		INTERVIEW	TEST / EXERCISE	CV AND SUPPORTING STATEMENT
Criteria 1	Proven experience of excellent Customer Service and the ability to apply this when dealing with all customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 2	A high degree of flexibility and adaptability and your ability to be able to work effectively in a busy environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 3	Ability to work well in a team, actively helping and supporting others, making constructive suggestions to improve current working procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 4	Must have basic IT skills and numeracy skills, with the good communication and numeracy skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 5 -DESIRABEL	Previous experience in a similar position and barista skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>