Role profile

**Hospitality Assistant**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** |  |
| **Reports to** | Operational Team Leader - Soft Services |
| **Job family** | Operational Services |
| **Grade**  | C |
| **Political restricted** | N |
| **DBS required** | N  |
| **Date**  | Sept 2025 |
| **JE Code** | JE1954 |

Key deliverables

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| **1** | Under the general guidance of the Operational Team Leader (Soft Services), deliver the Council’s Corporate Hospitality, Catering and Vending Services. |
| **2** | Represent Milton Keynes City Council to visiting dignitaries, councillors and visitors in such a way as to create a positive and long-lasting impression and maintain the reputation of MKCC. |
| **3** | Co-ordinate and deliver the full range of services within Corporate Catering & Hospitality, including vending services to all the Council’s buildings, as applicable, though mainly Civic Offices. |
| **4** | Provide an efficient and effective service to customers responding to their requirements. The post-holder will be required to work within the team to provide on occasion catering for large numbers of people and must therefore be able to work with suppliers and other staff to deliver high quality events. However, most of the work will be of a routine nature providing Beverages and Buffets to meeting rooms and Corporate events. |
| **5** | Demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and colleagues. |
| **6** | Ensure a high standard of Food Hygiene is maintained and all Food Safety and Food Hygiene regulations are adhered to in accordance with the guidelines issued by the Operational Team Leader (Soft Services) to ensure compliance. |
| **7** | Ensure the cleanliness and attractiveness of all catering areas, kitchens and equipment at all times. |
| **8** | Assist in the ordering, receiving and correct storage of catering goods ensuring effective stock rotation along with excellent presentation of goods and services. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | A good standard of education, including maths & English GCSE. |
| **2** | IT literate, ability to use bespoke software and familiar with Outlook Word and Excel |
| **3** | Physically capable as the role requires a significant amount of walking, lifting, carrying. |
| **4** | To retain a minimum level 2 food hygiene certification. (Obtain within 1 month of appointment). |
| **5** | Flexibility regarding working hours; including the ability to work out of normal office hours & evenings. |
| **6** | Able to speak & correspond fluently in English. |

Job family

**Operational Services (Grade C)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the city council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

**Role characteristics**

At this level job holders carry out a range of practical, skilled and semi-skilled tasks, but are also expected to independently deal with issues and problems arising from their own work or those they co-ordinate or supervise.

**The knowledge and skills required**

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co-ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

**Thinking, planning and communication**

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

Not all situations will be completely clear and there will be a need to investigate circumstances, issues and problems in order to determine a solution or make short term changes to tasks or duties.

**Decision making and innovation**

Job holders will work within standard procedural guidelines but will use their initiative to establish their own daily priorities and deal independently with unexpected problems. Anything particularly awkward or unusual would be referred to the appropriate manager or supervisor.

**Areas of responsibility**

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks.

Job holders will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Other than the occasional handling of small amounts of cash or financial records, they will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of city council premises or workspaces.

**Impacts and demands**

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.