

SESSION SUPPORT ASSISTANT (COOK)



Location: The Hive, Wirral Youth Zone and street based

Hours: Various evening and weekends 1x 24 hour contract 1x16 hour contract

Pay: Up to £9 per hour

Reporting to: Facilities & Catering Manager

About Us

The Hive, Wirral Youth Zone, is a purpose-built facility for young people aged 8-19, or age 25 for anyone with a disability. Alongside providing young people with access to a range of activities under youth work provision, The Hive ensures young people have somewhere to go, something to do, and someone to talk to.

Wirral Youth Zone is centrally located and dedicated to raising aspirations and changing the lives of young people, giving them 'Somewhere to go, something to do and someone to talk to'. Operating 7 days a week, at weekends and during school holidays, the Youth Zone's purpose is to help young people grow to be happy, healthy, and successful adults. The state-of-the-art £6 million building provides young people with access to a range of activities, offering them the opportunity to try new things, meet new friends and gain support from friendly, warm, and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music, and media suites.

The Role

Based in our café area you will offer a high level of customer service ensuring our young people and guests have a great experience. As a member of our catering team, you will ensure that our young peoples need are catered for whilst offering a friendly service on our evening sessions. You will be ensuring that there are healthy meals available for members with all dietary requirements. Many young people may go without a meal and often this is their only meal of the day, so it is vital we have a good selection available for them. Without a welcoming and professional support team who are also positive about young people the Youth Zone would not function.

Responsibilities

- To undertake the preparation of food and beverages served in the recreation area as well for events, internal meetings and room hire
- To serve food and beverage to Youth Zone members, ensuring they receive a great level of customer service
- To assist with the production of and costing of menus
- To comply with stock control procedures
- Ensure all kitchen equipment is regularly cleaned, reporting any faults/repairs required
- Ensure all Health and Safety and Environmental Health requirements are adhered to, namely:
 - Reporting of all equipment not working properly
 - Reporting of any health and safety issues
 - Compliance with food hygiene regulations
 - Ensure food is stored correctly and at correct temperatures
 - Recording of all high-risk food temperatures on delivery and prior to service, if applicable
- Cash handling in line with The Hive's financial procedures

- Maintain a clean working environment as set out in the cleaning schedule by ensuring regular cleaning of all work surfaces, storerooms, and ancillary areas
- Clearing tables and washing up
- Carry out any other reasonable duties as requested by management

Additional Information

The successful candidate will join a strong, supportive team often referred to as a family who all share the aspiration of giving young people the best opportunity to be the best version of themselves. The successful candidate will be given access to an employee assistance programme provided by Medicash, be eligible for the team recognition scheme and will be given the opportunity to attend multiple training sessions. Successful candidates will also have use of the onsite gym during restricted hours subject to a gym induction.

Personal Specification

Selection Criteria* A = Application Form I = Interview T = Test/Personality Profile	Essential or Desirable	Method of Assessment
Experience		
Extensive experience of preparing meals for large numbers and catering for those with dietary requirement.	Essential	A & I
Experience of working in a catering environment	Essential	A & I
Knowledge of Health, Safety, and Environmental issues	Essential	A & I
Experience dealing with customers	Essential	A & I
Experience of cash handling	Desirable	A & I
Qualifications		
Basic Food Hygiene Certificate	Essential	A
NVQ Level 3 Catering or other recognised Catering qualification	Desirable	A
Advanced Food Hygiene Certificate	Desirable	A
Skills		
Ability to communicate clearly and follow instructions	Essential	A & I
Ability to prioritise work and manage time effectively	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to organise tasks and priorities work	Essential	A & I
Ability to communicate clearly and effectively with a wide range of people and relate well to young people	Essential	A & I

ONSIDE YOUTH ZONES

NETWORK VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITIOUS

We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

