



Position Description

Catering Assistant – Level 1 Operations, Interislander

Purpose:

To provide customers with an exceptional food experience, strengthening the brand of Interislander.

You will be given guidance and On the Job Training (OJT) by Kitchen Manager to ensure you are capable and competent in carrying out specific tasks such that eventually you will be able to carry out these unsupervised.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”.

Dimensions:

Reports to: Kitchen Manager
Responsible for: Nil
Location: 148 Hutt Road, Kaiwharawhara
Budget: N/A
Internal Contacts: Assistant Customer Service Delivery Manager
Kitchen Supervisors
Catering Assistants
Warehouse & Stores Staff
Ship Managers and Crew

External Contacts: Nil

Key Accountabilities

Operational Performance

- All food is prepared, cooked, presented, and served in a professional manner.
- All food safety requirements and procedures (as per the Interislander Administration Manual and the Interislander Food Safety Plan) are consistently applied and adhered to in food storage, handling and preparation.



• Food products are managed effectively and efficiently in respect of storage, stock rotation, removal, and wastage. • All wastage and damaged product are reported to the Kitchen Manager. • Equipment is securely stored, and loss or damage is reported to the Kitchen Manager. • A high standard of cleaning is carried out in accordance with the specifications outlined in the Interislander Administration Manual and maintains high personal hygiene practices. • Maintain open and accurate communication between all staff and departments. • Provide support to Supervisors, teammates, and Kitchen Manager. • Support a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to the team and Kitchen Manager.	
Customer Service	
• Ensure all products produced, support a positive, professional image of the Interislander brand, enhancing the passenger experience. • Staff uniform is upheld, and personal presentation is consistently high. • Feedback from customers & staff is welcomed and appropriate action is taken.	
Records Management	
• Ensure no records are altered, transferred, or destroyed before the disposal date or without authorisation.	
On the Job Competency	
• Complete and pass/revalidate competencies required for designated training to fulfil the requirements of the position including external, internal, and On the Job (OJT). • Continue to up-skill as is required for the Catering Assistant Level 1. • Look to advance to a Catering Assistant Level 2.	
Zero Harm	
• Responsible for complying with all Interislander safety system standards, procedures, and statutory requirements within your area of responsibility, with a particular focus on: ○ Interislander Safety Manual (specifically Section 11.9 – Responsibilities of Crew, SHE Policy) ○ Interislander Safety Personal Guide ○ Interislander Administration Manual. • Responsible for your own safety and that of other Interislander employees, contractors, and visitors within your work environment. • Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager. • Adhere to Kiwirail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public. • Report all accidents and incidents to your immediate supervisor within one hour.	

Person Profile

Essential:	Desirable:
• Have a great attitude. • Be able to work in a quick, consistent, and clean manner.	• Food safety certificate.

Education:

Essential:	Desirable:
N/A	N/A