

Whitefoord House Catering Assistant Job description & person specification

About us

Scottish Veterans' Residences (SVR) was established in 2019 following the merger of SVR and Scottish Veterans' Housing Association. We date back to 1910 and we are Scotland's oldest military charity. We provide supported housing for homeless Veterans and former members of the Merchant Marine who are in need. As well as person-centered housing support, we offer a range of recreational activities and a counselling service.

We are a Registered Social Landlord and are regulated by the Scottish Housing Regulator, the Care Inspectorate, and the Office of the Scottish Charity Regulator. Further details of our work can be found at: www.svronline.org.

Supported accommodation is provided at our three Residences:

[Whitefoord House](#)
[Edinburgh](#)

[Rosendael, Broughty Ferry](#)
[Dundee](#)

[Bellrock Close](#)
[Glasgow](#)

Our Vision: All Veterans living as independently as they are able, in a place they are proud to call home.

Our Values: Dignity and Respect Unity of Purpose Expert provision of Service

Our Mission: To provide quality support and accommodation to as many ex-Service and Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able to return to independent living.

Post details

Job Title	Catering Assistant	Line Manager	Catering Manager
Hours	3 days on 3 days off. Shifts 730-6pm	Salary	£ 26,227.50
Place of Work	Whitefoord House, Edinburgh		
Direct reports	None		

We offer an excellent remuneration package, plus additional benefits, pension, and 225 annual holiday hours (pro rata)

About you

You are a reliable, enthusiastic, and practical individual who will support the delivery of a high-quality catering service within Whitefoord House. You will help provide nutritious meals, refreshments, and a welcoming dining environment for Scottish Veterans' Residences residents, staff, visitors, and external partners.

You will uphold our Vision and Mission by applying our Values in your daily work, helping to deliver the safety, health, comfort, dignity, and welfare of residents in line with the Care Inspectorate's Health and Social Care Standards.

In addition, you will be able to demonstrate experience of working in a catering, kitchen, hospitality, or food service environment. You will understand the importance of food hygiene, safe working practices, teamwork, and respectful communication.

You are dependable, organised, flexible, and committed to providing a supportive service that reflects the needs of veterans living in supported accommodation.

Main responsibilities

- Assist in the preparation of all meals, serve and present meals and refreshments in accordance with menu plans, dietary requirements and food hygiene standards.
- Promote a caring, supportive and inclusive environment that provides residents with a high standard of service, respects individual needs, and upholds their rights to dignity, privacy, independence, choice and wellbeing.
- Assist residents in a courteous and respectful manner, taking account of personal preferences, cultural requirements and special dietary needs.
- Maintain high standards of cleanliness and hygiene within kitchen, dining and food storage areas, ensuring compliance with food safety regulations and organisational policies.
- Ensure food is stored, prepared and served safely, monitoring temperatures and maintaining accurate records as required.
- Assist with stock control, including receiving deliveries, checking quality, rotating stock and reporting shortages or wastage.
- Operate kitchen equipment safely and report any faults, hazards or maintenance issues promptly.
- Support the planning and preparation of varied, nutritious meals that meet residents' nutritional needs and promote healthy eating.
- Work collaboratively with colleagues and other professionals to ensure a high-quality catering service is delivered at all times.

Staffing responsibilities

- There are no staffing responsibilities associated with this role

Service responsibilities

- Be fully conversant with fire safety procedures and take the appropriate action in the event of a fire, including participating in fire alarm testing and evacuation procedures.
- Ensure compliance with all relevant legislation, policies and procedures, including those set by regulatory and statutory bodies such as the Environmental health, Care Inspectorate and Scottish Social Services Council (SSSC).
- Comply with General Data Protection Regulation (GDPR) requirements, maintaining confidentiality and protecting personal information at all times.
- Ensure compliance with organisational risk management procedures by identifying, reporting and helping to minimise potential risks to residents, staff and visitors.
- Follow health and safety procedures, including safe working practices, manual handling requirements and infection prevention and control measures.
- Maintain accurate records and complete all required documentation in a timely and professional manner.
- Attend mandatory training, team meetings and supervision sessions, maintaining knowledge and skills relevant to the role.
- Undertake any other duties appropriate to the post, consistent with the needs of the service and the responsibilities of a Catering Assistant.

Other Responsibilities

- From time to time, carry out any other duty as reasonably requested by the Catering Manager.

Person Specification

The essential qualifications and characteristics that will be required of the person undertaking the role are:

Item	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Food and Hygiene Certificate or a willingness to achieve this within six months of starting	E	I
Able to meet the operational demands of the role, including periods of standing, moving equipment and carrying out kitchen and dining room tasks.	E	A/I
Experience of using IT and digital communication tools	D	I
Working knowledge of the General Data Protection Regulations.	E	A/I
A commitment to Equality and Diversity	E	A/I
Ability to manage conflicting demands and take decisions efficiently and effectively	E	I
Excellent communication skills	E	A/I
Able and willing to work flexible hours	E	A/I
Previous Military service or an awareness of the veteran community and issues which may affect veterans	D	

Other Relevant Information

Appointment to this post is subject to satisfactory membership of the Protecting Vulnerable Groups (PVG) Scheme. All successful candidates will be required to undergo the appropriate PVG check prior to commencing employment.		

End.