

Job title: Kitchen Assistant

Location: Partnership Hotels	Profession: People, Health & Wellbeing
Reports to: Head Chef	
People Management: No Assignment Management: No	
Partnership Level: Partnership level 10	Manager's Partnership level: Partnership level 7
Number of direct reports: None	Partnership level(s) of direct reports: None

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

Working as part of the kitchen brigade to maintain the kitchen standards of cleanliness in compliance with food safety regulations and guidelines. To assist in basic food preparation, take responsibility for deliveries (arriving by boat, Brownsea Castle), completing cleaning schedules and temperature checks for kitchen equipment. To add value to the efficient and profitable running of your department in order to achieve your business and personal objectives, along with those of your team and the hotel.

Primary Outcomes & Accountabilities

Being a brand ambassador who provides a consistently outstanding customer experience.

- Operating the dishwasher, cleaning all pots, pans & cutlery.
- Assisting with lunch and basic food prep.
- Chopping vegetables and preparing sandwiches.
- Understanding use of chemicals, food prep policies, and safe use of knives, food storage and basic cooking temperatures.
- Intensive clean down of the kitchen.
- Oven cleaning.
- Correct storage and cleanliness of food – following the checklist of food standards.
- Learning & developing of skills in order to progress.
- Correct use of PPE.

Measures of success

- Compliance with Food Safety and Partnership procedure
- Team and guest feedback on delivering the hotel food offer and agreed presentation standards.
- Hotel inspection pass rate for quality and presentation of food.
- Achieve the business standard for product knowledge and expertise.
- Accuracy of deliveries against delivery notes to minimise loss.
- Good stock rotation to minimise wastage.



<ul style="list-style-type: none"> • Supporting the implementation of changes to ensure continuous innovations and improvements are made within the department. • Taking delivery of stock orders which arrive on the island by boat (this requires the ability to drive the hotel tractor) - Brownsea Castle only • Act in accordance with the Partnership’s purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. • Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession • Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making. 	
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<p>Skills</p> <ul style="list-style-type: none"> • Communication and listening Skills 	<p>Excellent communication skills to work well with the team. Active listening skills to take instruction & feedback from senior members of the team.</p>
<ul style="list-style-type: none"> • Teamwork 	<p>Active member of the team, ability to support other areas of the kitchen, sharing ideas, information and feedback</p>
<ul style="list-style-type: none"> • Flexibility 	<p>Flexible to adjust to the multiple needs of the role. Flexible to change shifts to support the operational needs of the business</p>
<ul style="list-style-type: none"> • Cleanliness & organisation 	<p>A good understanding of HACCP. Maintaining an immaculate working area inline with food production policy</p>

Qualifications & Experience (where applicable)
Essential: A keen interest in Food and food production
Desirable: Level 2 Food Safety, Experience of working in a professional kitchen

Version	Created/updated by	Date
2.0	Hotels Recruitment Administrator	27/03/2026