

Catering Assistant – Estates and Campus Services – Grade B

Job Description

Purpose

To provide an efficient and courteous catering service to residential and non-residential customers, ensuring all customers are treated in a friendly and helpful manner to encourage loyalty to the service and as the business or client dictates.

Duties

1. To wear the uniform provided, at all times, maintaining a smart appearance appropriate to the working environment.
2. To maintain service standards for our customers, including checking displays ensuring all products on counters, till areas, and ancillary display areas are fit for sale and are of the appropriate quality and freshness.
3. Serving of food and beverages in any catering outlet.
4. Basic food preparation in any catering outlet.
5. Till operation and associated cash handling in accordance with agreed University policy and procedures.
6. To ensure the security of any outlet when opening and closing the area.
7. Assist in stock replenishment, ordering and the security of stock.
8. To work and assist colleagues within the team to ensure that the food and beverage service is efficient and to the agreed service standards.
9. Assist in the transportation of food and beverages across campus.
10. General dining room duties including table laying, waiting and clearing.
11. Washing up, clearing and cleaning in all work areas.
12. To ensure University Health and Safety policies and procedures and Government legislation are adhered to ensure the safety and welfare of the workplace environment, ensuring HACCP standards are maintained at all times.
13. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
14. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Excellent communication and interpersonal skills (Application/Interview).
- GCSE English and Maths at Grade C/4 or above or equivalent (Application)
- Ability to work as part of a team and be able to use initiative (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of customer service, including a diverse customer base, in a large organisation or similar (Application/Interview).
- Experience of working in a Higher Education environment (Application/Interview).
- Basic Food Hygiene & Health and Safety Certificates (Application).
- NVQ Level 1 (or equivalent) in a Catering subject (Application).