

## Senior Catering Assistant - Estates Services - Grade C

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### Job Description

#### **Purpose**

To support the Team Leader in the day to day smooth running of the Hospitality area. To provide an efficient and courteous service to Catering Services customers for a variety of events, ensuring all customers are treated in a friendly and helpful manner to encourage loyalty and repeat business to the Hospitality 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 close liaison with the Team Leader, Production Supervisors and other staff to promote customer satisfaction, whilst supporting line management in ensuring effective customer service.
3. To report any anticipated staff shortages to the Team Leader.
4. To support and guide colleagues in maintaining service standards for our customers.
5. To use the University's finance systems and, with authorisation from appropriate line management, order food, drink and non-food supplies so sales opportunities are maximised whilst stock levels are kept at agreed levels. Additionally, you will record and receipt deliveries with agreed procedures.
6. To participate in physical stock-takes and collation of information.
7. To provide cover for the Team Leader when required for event management, cash takings and till clearances in accordance with agreed procedures, including driven deliveries.
8. To be responsible for security of your work areas including key safety, opening operations and closing them securely.
9. To maintain cleaning schedules and temperature readings in accordance with EHO regulations, ensuring the University Health and Safety policies and procedures and Government legislation are adhered to and the University's HACCP standards are maintained at all times
10. To provide cover for the other areas of Catering Services when necessary, as directed by the Team Leader.
11. To use existing experience and training in barista skills and work unsupervised in areas utilising Barista equipment.
12. To undertake other duties and responsibilities appropriate to the grade as may be required

## Person Specification

### **Knowledge, Skills, and Behaviours (Essential)**

- Previous experience of working in a similar establishment (Application/Interview)
- Previous experience of working in a Hospitality style environment. (Application/Interview)
- Experience of customer service (Application/Interview)
- Experience of working with a diverse customer base (Application/Interview)
- Level 2 food hygiene certificate (Application)
- GCSE 'C' or equivalent Maths and English (Application)
- Personal Licence Qualification (Application)
- NVQ Level 2 in an associated discipline or working towards. (Application)
- Ability to follow instructions (Application/Interview)
- Ability to communicate with customers (Application/Interview)
- Ability to work as part of a team and be able to use initiative if faced with a problem (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)**

- Working in an educational establishment (Application/Interview)
- Previous experience of opening and closing Hospitality areas. (Application/Interview)
- Word Processing/typing/IT qualification or demonstrable equivalent experiential learning (Application/Interview)
- Basic health & safety certificate (Application/Interview)
- Marketing and use of social media. (Application/Interview)
- Evidence of problem solving skills. (Application/Interview)