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| √Last updated: | 07/04/2022 |

**JOB DESCRIPTION**

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| Post title: | **Delivered Catering Assistant** | | |
| Academic Unit/Service: | Estates and Facilities | | |
| Faculty: | Catering & Hospitality |  |  |
| Career pathway: | CAO | Level: | 1A |
| \*ERE category: |  | | |
| Posts responsible to: | Delivered Catering Supervisor ( level 2b)  Assistant Catering Manager (level 3) | | |
| Posts responsible for: |  | | |
| Post base: | Office-based/Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| To assist with the delivery of food, beverage and equipment across the campus (on and off-site) and to external customers within the Southampton area. To provide a high level of customer service at every delivery and assist with the setup service and clear down of Delivered Catering events in accordance with the departments SOP’s.  Undertake general clearing and cleaning duties.  This role is a five out of seven working days contract. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To drive designated routes around University premises collecting and delivering food, beverages & equipment. | 15% |
|  | To prepare catering orders, load onto trollies and transfer into vans appropriately in a timely and safe manner in order to facilitate Delivered Catering bookings across the University Campus. | 15% |
|  | Service of meals and refreshments to staff, students and other customers from University outlets using the departments till and card payment system, following all transaction protocols to include cashing up at the end of service. | 15% |
|  | To assist with room setup and clear down for Delivered hospitality events. | 15% |
|  | Observe and carryout all relevant food safety HACCP procedures on your assigned section such as food temperature monitoring and chiller temperature checks, this includes safe receipt of deliveries.  Comply with health and safety procedures and notify a supervisor or any member of the management team of any observations concerning the wellbeing and safety of any member of staff, student or public. | 10% |
|  | To undertake any food safety due diligence duties assigned to you ensuring the department’s food safety policy is adhered to at all time. | 10 % |
|  | To assist with the ongoing clearing, tidying and cleaning of the customer seating areas within your designated outlet ensuring all COSHH procedures are followed. To operate glass and dishwashers when required to do so. | 5% |
|  | To notify your supervisor or any member of the management team of any observations concerning the wellbeing and safety of any member of staff, student or public. | 5 % |
|  | Movement of stock in and out of stores, cold rooms and freezers. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| To be able to demonstrate good customer service and communicate effectively and respectfully to all members of the University. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Basic numeracy and literacy  Basic Food Hygiene level 2 or willingness to undertake training  Effective communication skills  A basic understanding of food and drink service.  Full UK driving license | NVQ 1 Customer service  An understanding of COSHH | Application and/or Interview |
| Planning and organising | Able to carry out allocated tasks to the required standard. Good time management. |  | Interview |
| Problem solving and initiative | Able to solve basic problems |  | Interview |
| Management and teamwork | Ability to work within a team |  | Interview and CV |
| Communicating and influencing | Able to obtain basic information and assistance | Clear understanding of the English language | Interview |
| Other skills and behaviours | A good standard of personal care and hygiene. Neat and tidy appearance. |  | Interview |
| Special requirements | Attention to detail.  Able to work when required evenings/weekends |  | Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | √ |  |  |
| Extremes of temperature (eg: fridge/ furnace) | √ |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: | √ |  |  |
| Frequent hand washing |  | √ |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  | √ |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  | √ |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  | √ |  |
| Repetitive crouching/kneeling/stooping |  | √ |  |
| Repetitive pulling/pushing |  | √ |  |
| Repetitive lifting |  | √ |  |
| Standing for prolonged periods |  | √ |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) | √ |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  | √ |  |
| Repetitive reaching at shoulder height |  | √ |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  | √ |  |
| Lone working | √ |  |  |
| ## Shift work/night work/on call duties | √ |  |  |