**JOB DESCRIPTION**

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| Post title: | **Catering Assistant** | | |
| School/Department: | Catering and Hospitality | | |
| Professional Service: | Estates and Facilities | | |
| Career Pathway: | Community and Operational (CAO) | Level: | 1a |
| Posts responsible to: | Assistant Catering Manager (level 3)  Catering Supervisor (Level 2b) | | |
| Posts responsible for: | None | | |
| Post base: | Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| Delivering high levels of customer service through the service of food and beverage in a variety of catering outlets, preparation and set up of restaurants and service counters, general clearing and cleaning duties, operation of basic kitchen and plate-washing equipment, assisting with basic food preparation under guidance from chefs, operation of till and card payment systems, assisting with the set-up, service and clear down of conference and hospitality events, assisting with bar duties as appropriate |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | Timely service of meals and refreshments to staff, students and other customers ensuring positive experience through customer interaction and clear communication | 20 % |
|  | The sale of food and drink using the departments till and card payment system, following all transaction protocols to include cashing up at the end of service. | 15% |
|  | Preparation and set up of hot and cold service counters and beverage equipment, restocking with food and provisions as required, be trained and in turn prepare and serve high street branded food/drink products, assist in the set up of designated catering outlets and service areas including putting out menus, food labels, products and service ware; set up of food/drink displays in allocated service areas as guided by your supervisor  When required, assist with the preparation and service of food and drink to conference and events guests. | 15% |
|  | Observe and carryout all relevant food safety HACCP procedures on your assigned section such as food temperature monitoring and chiller temperature checks.  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% |
|  | Assist with the ongoing clearing, tidying and cleaning of tables, chairs, floors, work surfaces, service counters and equipment using the appropriate cleaning equipment and designated chemicals ensuring all Care Of Substances Hazardous to Health (COSHH)procedures are followed | 10% |
|  | Operation of glass and plate washing machines as required, including filling and cleaning; disposal of dry waste in designated bins. | 5 % |
|  | Assisting with the preparation of hot and cold snacks, salads and sandwiches; plating of menu items for service; preparation of beverage trays for meetings. | 5 % |
|  | Movement of stock in and out of stores, cold rooms and freezers. | 5 % |
|  | Assist the management team with any line counting or workspace audits as required | 5% |
|  | Assist with bar and restaurant duties as required | 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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| Other members of the department  Staff, students and other customers |

| Special Requirements |
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| This role involves working to a rota which will, occasionally include weekend work.  The role may work in a number of different outlets across all university campuses and service locations  The role must effectively follow departmental Standard Operating Procedures (SOP’s) |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Basic numeracy and literacy  Basic food hygiene certificate or willingness to undertake this training  Learning gained through some work experience and training in a similar role including a basic understanding of food and drink service  Able to apply a basic knowledge of established practice and procedures and display an awareness of customer needs. | Manual handling experience or training.  An understanding of Care of Substances Hazardous to Health COSHH  Basic customer service training |  |
| Planning and organising | Able to carry out allocated, prescribed tasks to time and to the standard required.  Good attention to detail |  |  |
| Problem solving and initiative | Able to solve basic problems by adhering to established practices and procedures.  Able to use own judgement as to when to seek advice from a more senior colleague. |  |  |
| Management and teamwork | Able to actively participate in the team.  Able to maintain a positive outlook and show flexibility to new ideas and approaches, consistently achieving service standards. | A willingness to cover for other shifts and staff if required and other locations. |  |
| Communicating and influencing | Able to communicate effectively and respectfully with all customers and staff and able to maintain high level of customer service/care.  Able to provide and obtain basic information and assistance. | Good understanding of English language and good level of spoken English. |  |
| Other skills and behaviours | A good standard of personal care and hygiene.  Able to demonstrate safe and proper use of kitchen equipment and utensils. |  |  |
| Special requirements | Able to work across multiple campus outlets as required  Able to work when required evenings/weekends |  |  |

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