



Job title	Catering Assistant – Retail & Franchise	Job family and level	O&F Level 1
School/ Department	Catering Services	Location	University Park

Purpose of role

To assist in the provision of an efficient and effective food and beverage service to a high standard.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	To assist in the preparation and service of food and beverages to support the operation of a hospitality unit to enable a comprehensive and efficient service to be provided to a wide range of customers. To provide a high standard of customer service at all times supporting the department in providing the best possible student experience To work in the dishwash/potwash area cleaning a range of large and small equipment by hand and with the use of machinery as required. To work with the kitchen team to carry out deep cleaning.	60%
2	To be responsible for the cleaning and care of equipment in the area of work.	20%
3	Cash handling and occasional cashing up, opening and closing of units.	5%
4	To adhere to food safety and health and safety regulations, recording of food and equipment temperatures and University, Hospitality and external, standards, policies, procedures and codes of practice.	5%
5	Undertaking and utilising training and development to enhance working skills and knowledge of self and team, to improve service delivery.	5%
6	To be fully conversant with and competent to use all systems and equipment in area of work. To drive departmental vehicles to support the service if required by the role.	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Actively seeks to develop self ▪ Adaptable ▪ Attention to detail ▪ Seeks explanations and solutions ▪ Concentrates attention and activity on customer ▪ Effective communicator 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of working in a similar role/environment ▪ Cash handling ▪ Food service skills 	<ul style="list-style-type: none"> ▪ Food Hygiene certificate ▪ Barista trained ▪ Experience of preparing and cooking food
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Good level of numeracy and literacy 	



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people	Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
Taking ownership	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
Forward thinking	Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
Professional pride	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
Always inclusive	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

