



Job title	Catering Assistant – Delivered Catering	Job family and level	O&F Level 1
School/ Department	Catering Services	Location	Jubilee Campus/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 delivery, service and collection of a wide range of buffets and beverages for a wide range of functions, driving to and from events. Reporting any damage or breakdowns to vehicles to the Team Leader or Line Manager. The set up crockery boxes and other equipment required for events and functions and assisting with the clearing of the area. To provide a high standard of customer service at all times supporting the department in providing the best possible customer experience.	60%
2	To be responsible for the cleaning and care of equipment within the area of work including both front of house and within the kitchen using dishwashing machines and other large kitchen cleaning equipment as required.	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%
7	Any other duties appropriate to the grade and role of the person appointed.	

Person specification

	Essential	Desirable
Skills	▪ Actively seeks to develop self ▪ Adaptable ▪ Attention to detail ▪ Seeks explanations and solutions ▪ Concentrates attention and activity on customer ▪ Effective communicator	
Knowledge and experience	▪ Cash handling ▪ Experience of working in a similar role/environment	▪ Barista trained ▪ Experience of preparing and cooking food ▪ Food service skills
Qualifications, certification and training (relevant to role)	▪ Good level of numeracy and literacy ▪ Full UK Category B driving licence is required with no automatic-only restriction (code 78). Candidates must be able to drive manual cars and small vans.	▪ Food Hygiene qualification



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

