Job Description

Job title: General Catering Assistant
Department: Catering
Purpose of the role: Front of House, serving customers, taking payments for food, checking food stocks.
Reporting to: FOH Supervisor/ Catering FOH Manager
Reporting to the post holder: None
Financial responsibility: Will handle payments and be responsible for cashing-up (£150 max)
Salary and Salary Band: Band 8
Hours: 37.5 per week
Working environment: Within the Catering Department to include dining hall, server, Fellows and conference areas

Purpose of role:
To assist the Front of House Services Manager and FOH Supervisors, in the smooth running of the Catering events for Fellows, students, external customers.

Main Responsibilities:
- To assist in the service of food and drink in the College, under the supervision of the Front of House Services Manager and Supervisors, in conjunction with other Catering staff and casual workers employed as and when required
- Help deliver an efficient, timely and professional service of food and drink in the Student Servery.
- To deliver excellent customer service, with all customers being served in a pleasant, courteous and helpful manner.
- To work closely with the Kitchen team to maintain a constant supply of prepared hot food, salads and sweets during meal service by anticipating peak periods of demand in advance.
- Assist on the tills to include putting sales through a till system.
- To ensure Fellowship provisions of High Table, Fellows Pantry and SCR are always ready, clean and fully stocked
- To report punctually for duty with clean, tidy appearance, dressed in accordance to the College standards.
- To assist in the preparation and service of all hot and cold food and drink service points, including re-stocking of china, glass and cutlery etc. during service.
- To assist with stocking and rotation of all cold food and drink items.
- To actively help clean the areas managed by the Catering department to the highest standard, particularly in the Servery and other service areas when required both before and after meal service.
- To assist and train, casual or temporary agency staff as appropriate
• Report anything untoward in relation to equipment, hygiene and standards of service to senior staff in a timely manner.

Other:
• To undertake relevant training as and when required
• To show a responsible attitude towards their own and their colleagues’ Health and Safety observing rules, regulations or instructions given by superiors including Food Safety, Health and Safety and Fire Regulations.
• To observe all Food Safety regulations and comply with the due diligence needs of the Department
• To have the flexibility to work shifts including evenings, weekends, and public holidays subject to rotas and a willingness to extend or change hours and days of work from time to time upon request and subject to operational requirements.
• To undertake any other relevant duties, which arise due to the nature and character of the post as required.

Health and Safety
All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

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<th>Person Specification</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications</td>
<td>Good general education</td>
<td>COSHH, Safe Working Practice HCCP</td>
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<td>Skills, knowledge, experience</td>
<td>Some experience in food handling and serving food.</td>
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<td>Personal attributes</td>
<td>Skills and Personal Attributes</td>
<td>Previous customer service experience or qualifications is desirable.</td>
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<td>• Smart and well presented with a high standard of personal hygiene, grooming and general physical fitness</td>
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<td>• Excellent communication skills with a good verbal and written command of English</td>
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<td>• Strong interpersonal skills showing an ability to communicate readily and easily interacting with a variety of people</td>
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<td>• Possess and demonstrate active listening skills</td>
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<td>• Exceptional customer service skills, responding to queries with tact and diplomacy and be prepared to respond to varied demands at short notice, whilst remaining calm.</td>
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• Be able to demonstrate good organisational skills
• Committed with high personal performance standards
• Enthusiastic and professional attitude towards work
• Self-motivated, reliant and punctual
• Able to work as part of a busy team
• Awareness of the need to maintain confidentiality
• Possess, or be prepared to develop a good knowledge of etiquette, relating to the College

Salary and Conditions

The position is a permanent post subject to a six month probationary period.

The hours are 37.5 per week, to be agreed at interview.

Please note all candidates must have the right to work in the UK.