

Job Description

General Details

Job title:	Hospitality Assistant (ECS17/01)
School/Service:	Estates & Commercial Services – Catering
Normal Workbase:	Pavillion Fusion:Eating Stoke Campus
Tenure:	Permanent
Hours/FTE:	Part time, part year: 25 hours per week, working 36 weeks per year
Grade/Salary:	Grade 1
Date Prepared:	June 2016

Job Purpose

To provide a high quality, front of house service to customers and assist with a range of kitchen duties in support of the catering operation of the University

Relationships

Reporting to:	Catering Supervisor or Team Leader
Responsible for:	N/A

Main Activities

Whilst flexibility is required at all times, the main focus and specific range of duties for each role of Hospitality Assistant will vary depending upon the location of the role, the particular strengths of individuals and the range of business demands at any time. The typical range of duties of this post will include:

- Provide excellent customer service.
- Prepare and serve food within correct portion control as directed.
- Ensure food is displayed and restocked appropriately in the retail area.
- Ensure that an adequate supply of food products, crockery and cutlery etc. is available for customer use.
- Ensure that all servery equipment is correctly stocked, cleaned and in good working order.
- Delivery of food/hospitality around campus and collection and return of crockery etc. used in external venues and catering outlets.

- Bar duties and hospitality and events service when required.
- Undertake duties within the dish wash area as required.
- Work towards and maintain agreed performance standards.
- Operation of cash registers and, when required, to assist the Catering Supervisor and Team Leader in cash reconciliation and safe deposit of the cash in the safe, in line with Departmental procedures and University financial regulations.
- Ensure that agreed Health and Safety, food hygiene, fire procedures and standards are followed.
- As required, to undertake the role of van driver, making deliveries and collections as directed.
- Undertake any training as identified in appraisals.
- Undertake any other duties and responsibilities as may be reasonably required from time to time by the Catering Supervisor, Team Leader, Executive Chef and Retail Hospitality Manager.

Special Conditions

Currently, the working week for this position is normally Monday to Friday but where on occasions when business dictates, the post holder can be required to work any five days within each seven-day period (Monday to Sunday). Where this flexibility is required for events during weekends and a change in the working week is necessary, the role holder will be provided with as much notice as practicable. In addition, the demands of the service will also require extra hours of working from time to time for which time off in lieu or payment will be made according to the University remuneration arrangements for staff.

The post holder may be required to work at other University sites from time to time according to the needs of the service.

The post-holder will be required to attend relevant training courses related to the duties of the post as directed by the Catering Supervisor or Team Leader.

Within the context of the main activities, some heavy lifting will be required.

Uniforms will be provided which must be worn whilst on duty, you will be responsible for the laundering of own uniform.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.



Person Specification

Job Title: Hospitality Assistant (ECS17/01)

School/Service: Estates and Commercial Services

The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Excellent customer service skills with demonstrable customer service experience	E	A/I
2	Good communication and interpersonal skills	E	A/I
3	Enthusiastic and flexible approach	E	I
4	Committed team player	E	A/I
5	A willingness and ability to work flexibly at weekends and during evenings when necessary	E	I
6	Clean driving licence and willingness to undertake van driving duties	D	A/I
7	Some experience of function work	D	A/I
8	Knowledge of basic Health & Safety and Food Hygiene Procedures e.g. basic food hygiene	D	A/I
9	Experience of working within a busy hospitality environment (preferably in a front of house position)	D	A/I

***Key**

[A] Application form

To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'

[I] Interview

To be assessed during the interview process including selection tests or presentation, as appropriate