

Job Description

Staffordshire University Services Ltd

General Details

Job title:	Assistant Hospitality and Events Coordinator (ECS18-04)
School/Service:	Estates & Commercial Services - Catering
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 1
Date Prepared:	March 2019

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:	Head Chef or Hospitality Supervisor
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.
- Ensure hospitality rooms are left tidy
- To assist in any ordering and to control stock levels
- Ensure that an adequate supply of food products, crockery and cutlery etc. is available for customer use.
- Complete all Hospitality requests accurately and in a timely manner
- Ensure full area of responsibility is clean, appropriately presented and stocked at all times to assist and motivate a team of staff on any large catering events.
- All used crockery and service ware should be brought back to the kitchen and left in an orderly manner at the wash up and undertake duties within the dish wash area as required.

- Work towards and maintain agreed performance standards.
- Keep a record of all hospitality delivered and ensure it is all collected at the stated time.
- To keep the van clean and tidy and 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 Hospitality Supervisor and Head Chef.

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 week-ends 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 Hospitality Supervisor /Head Chef.

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.

You must hold a valid UK driving licence.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

Variation to Job Description

The employer 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

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject

to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

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.

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.