

Job Description

General Details	
Job title:	Food Service Assistant
Faculty/Service:	Estates & Commercial Services - Catering
Normal Work base:	Staffordshire University
Tenure:	Permanent
Hours/FTE:	Saturday and Sunday 15 hrs. 36 weeks
Grade/Salary:	Grade 1
Date Prepared:	October 2019

Job Purpose
<p>Costa baristas perform several job duties including providing excellent customer service to our staff and students.</p> <p>Baristas at Costa take orders and make coffee, tea, and other drinks to customer specifications.</p> <p>Costa baristas will also operate cash registers and credit card machines.</p>

Relationships
<p>Reporting to: Catering Manager / Head Chef /Team Leader, Supervisor</p> <p>Responsible for: N/A</p>

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.
- 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 Hospitality 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 Chef Supervisor, Head Chef or Catering Manager.

Special Conditions

This post will be covering weekend cover for one of our busy coffee shops on campus.

This post is loan working and being able to work using your own initiative is essential to this post

Barista experience is essential to this post.

Following Costa Coffees specifications for the making of drinks is a must.

Following Health Safety and Food Safety standards is essential to your day to day duties.

The post-holder will be required to attend relevant training courses related to the duties of the post as directed by the Catering Manager or Head Chef.

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).

Person Specification

Job Title: Hospitality Assistant

Faculty/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	Experience of working within a busy hospitality environment (preferably in a front of house position)	D	A/I
4	Enthusiastic and flexible approach	E	I
5	Committed team player	E	A/I
6	A willingness and ability to work flexibly at weekends and during evenings when necessary	E	I
7	Clean driving licence and willingness to undertake van driving duties	D	A/I
8	Some experience of function work	D	A/I
9	Knowledge of basic Health & Safety and Food Hygiene Procedures e.g. basic food hygiene	D	A/I

The University has produced a competency framework which outlines the core competencies and behaviours that are required for roles within Estates & Commercial Services. The core competencies that will be measured for this role during the assessment process are as follows:

10	Effective communication – Actively listens. Communicates information effectively	E	I
11	Delivering Results – Is professional and polite in all dealings with customers, providing a quality service. Readily supports and adapts to change	E	I
12	Responsible team member - enable the team to perform at its best by proactively contributing to the creation of a good team atmosphere. Support and encourage the team to develop	E	I
13	Planning and Organisation – Adopt a clear approach to planning, prioritising and organising work, making effective use of time and resources	E	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