



## Job Description

General Details	
Job title:	Hospitality Assistant
Faculty/Service:	Estates & Commercial Services - Catering
Normal Work base:	Staffordshire University
Tenure:	Permanent
Hours/FTE:	1 FTE Stafford Campus
Grade/Salary:	Grade 1
Date Prepared:	July 2021

Job Purpose
<p>We are looking for a full time friendly and efficient hospitality assistant to join our catering team at Staffordshire University To deliver excellent service to our students, staff and visitors throughout all catering areas and hospitality events.</p> <p>If you feel you can create a friendly environment via a positive attitude have excellent communication skills and able to build a rapport with team members and customers as well as delivering a warm welcome and ongoing excellent customer care this job could be for you?</p> <p>This post is in our restaurant and coffee shop based at the Stafford Campus that is home to the Centre of Excellence in Healthcare and Education.</p>

Relationships	
Reporting to:	Catering Manager / Kitchen Manager /Team Leader,/Supervisor
Responsible for:	N/A

Main Activities
<p>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:</p> <ul style="list-style-type: none"><li>• Provide excellent customer service.</li><li>• Prepare and serve food within correct portion control as directed.</li><li>• Ensure food is displayed, restocked and price labelled appropriately in the retail area</li></ul>

- 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, allergen advice, fire procedures and standards are followed.
- 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 team leader, Kitchen Manager, Supervisor, Team Leader or Catering Manager.
- To support temporary and agency staff while on duty.
- To support team leader and supervisors with stock levels and ordering.
- To deliver and make coffee to the relevant standards.
- To report any maintenance concerns to a senior team member
- To report accidents and near misses

### 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 Catering Manager or Kitchen Chef.

Ideally you will be Barista trained but training will be given

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).