

DINING HALL ASSISTANT

Job Ref: REQ171010

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Campus Living is the campus hospitality provider at Loughborough University. We provide accommodation and catering within our halls of residence and within our various food and bar outlets for students, staff and visitors.

Job Description

Job Grade

Operational Services Grade 1

Job Purpose

Assist in general running of catering facilities, giving a quality service at all times.

Job Duties

General Duties

- Cleaning of refectory, floors, tables, chairs, walls, windows, trays, toilets and fittings, common rooms and bar areas
- Cleaning of beverage facilities and replenishment of stock
- Cleaning of cutlery and crockery in plate wash areas
- Checking and maintaining stock levels of cutlery, crockery and glassware before, during and after service, reporting any deficiency to supervisor/chef
- Filling of cruets and folding napkins
- Report any defective equipment to supervisor/chef or damage to the building
- Basic food preparation when needed
- Movement of chairs and tables within the catering areas
- On occasions may be requested to open up building

Health, Safety and Hygiene

- Maintaining high standards of hygiene and cleanliness both personally and of catering facilities areas
- Adopt safe working practices to safeguard the safety of others as well as oneself. It is important that current legislation is complied with and instructions upon hygiene and safety are closely followed
- Comply with all Health and Safety training given on machinery, manual handling, hazard awareness, COSHH
- Maintaining high degree of security at all times, reporting any suspicious circumstances
- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures

Legislation

- All food Handlers are bound by the following legislation:
 - Food Law code of Practice (England) 2008
 - Food Hygiene (England) Regulations 2006
 - The Food Safety & Hygiene (England) Regulations 2013

Customer Service

- Meeting and greeting customers, answering general queries

Training

- Attend any relevant training courses, continue own personal development

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Front of House Manager

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience		
Skills and abilities	Ability to carry out all duties and responsibilities of this post, including cleaning of dining hall areas, cutlery and crockery and replenishment of stock levels and movement of tables and chairs	1,3
	Oral communication with customers including meeting and greeting and answering general queries	3
	Ability to work as part of a team and to collaborate with others	1,3
	Ability to communicate with colleagues and managers, as required.	3
Training	Ability to follow correct and safe working practices	3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	3
Qualifications		
Other	Commitment to observing the University's Equal Opportunities policy at all times	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working within dining hall/food service areas	1,3
Qualifications	Basic Food Hygiene Certificate	1,3
	Customer service qualification	1,3

Conditions of Service

The positions available are for various part time hours on 32 week (term time), 5 over 7, open ended contracts. Salary will be on Operational Service Grade One, £8.01 per hour (plus The Living Wage Supplement).

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Debbie Price, Food & Beverage Operations Manager by email at D.A.Price@lboro.ac.uk or by telephone on 01509 228516.

Applications

The closing date for receipt of applications is **Wednesday 1st November 2017**.