

## RELIEF POOL STAFF

Job Ref: REQ171022

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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 Services 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 Service Grade 1

#### Job Purpose

Our team of Pool Staff help to ensure that the catering, retail and accommodation services provided to students and guests run consistently smoothly and efficiently. Pool Staff provide cover when we have temporary vacancies or absences, working shifts that are mutually convenient. The job roles that may be covered are varied and interesting and suitable training is given before any role is undertaken. Shifts may be available at any time over our 7-day working week, including evenings. Roles that may require cover include: Kitchen Porter, Kitchen or Dining Hall Assistant, Food & Beverage Assistant or Hospitality Assistant.

#### Job Duties

**The key duties of each role are combined below. Only some of these duties will be required when covering any particular role:**

#### *General Duties*

- Washing kitchen pots, pans, utensils and equipment; operating dishwashers and/or cleaning cutlery and crockery
- Cleaning floors, walls, tables, chairs, windows, storage areas, toilets and fittings
- Cleaning food preparation, bar areas and beverage machines
- Moving chairs and tables within the catering areas
- Reporting any defective equipment or damage to any area to your supervisor
- Checking and maintaining stock levels of cutlery, crockery and glassware for service, reporting any deficiency to your supervisor
- Filling cruets and replenishing condiments, folding napkins, checking menu boards and generally preparing food service or dining areas for customers
- Assisting with the handling and storage of deliveries from internal and external suppliers; putting goods away in correct locations, taking account of stock rotation
- Undertaking basic food preparation under instruction from the Chef; preparing fast food items such as pizza/hot baguettes
- Serving customers food and drinks, using correct measures and prices where applicable\*
- Operating computerised tills using correct prices and following correct cash procedures

- Participating in the removal and correct disposal of all left-over food after service
- Delivering customer orders if required
- Cleaning bedrooms, bathrooms, communal areas and domestic kitchens in Halls of Residence
- Ensuring that the correct cleaning methods, materials and chemicals are used for each task
- Undertaking cyclical cleaning tasks as directed by your supervisor, including cleaning light diffusers, cooker filters, flooring, etc
- Assisting with the distribution of bedding, laundry and other sundry items to the Halls
- Delivering consistently high quality customer service

### **Health, Safety and Hygiene**

- Health, Safety and Hygiene
- Following method statements and/or codes of practice for all cleaning process and use of chemicals
- 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.
- Demonstrating an understanding of all 'Food Hygiene' Guidelines
- Demonstrating compliance with relevant current legislation or standards which include:
  - Food law Code of Practice (England) 2008
  - Food Hygiene (England) Regulations 2006
  - The Food Safety & Hygiene (England) Regulations 2013

\* Note: Only Pool Staff aged 18 years or over will be offered Bar work

### **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 Relief Pool Staff Co-ordinators

## 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 the post	3
	Ability to work as part of a team and to collaborate with others	1,3
	Ability to communicate with colleagues, managers and customers as required	1,3
	Ability to follow correct and safe working practices	3
Training		
Qualifications		
Other	Commitment to observing the University's Equality and Diversity policy at all times	3
	Wear the uniform provided and present a clean and smart appearance at all times	3
	Able to respond to last-minute shift opportunities and attend pre-arranged shifts reliably and punctually	3

### Desirable Criteria

Area	Criteria	Stage
Experience	General work experience relevant to any aspect of the role (eg previous cleaning, catering or bar-tending work)	1,3
Skills and abilities		
Qualifications	Basic Food Hygiene Certificate	1,3
	A customer service qualification	1,3

## Conditions of Service

The position is part time (zero hours) and open ended. Salary will be on Operational Services Grade 1, £8.45 per hour (including 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 Yvette Weston, Administrative Assistant by email at [Y.Weston@lboro.ac.uk](mailto:Y.Weston@lboro.ac.uk) or by telephone on 01509 222323

## Applications

The closing date for receipt of applications is **Sunday 5 November 2017**.