

FOOD & BEVERAGE ASSISTANT

Job Ref: REQ171023

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Job Purpose

To provide a quality customer service in bar/food areas, serving foo/drinks and preparing for food service.

Job Duties

Food & Bar Duties

- Serve customers drinks/beverages and food
- Use correct measures and prices
- Operate computerised tills using correct prices and follow correct cash procedures
- Ensure all promotions and deals are correctly inputted into the till
- Ensure correct menus and prices are displayed
- Open and close areas following correct procedure forms
- Prepare food service area for service
- Prepare fast food items
- Deliver customer orders if required
- Undertake daily and weekly cleaning following cleaning checklists
- Provide consistent quality customer service
- Report customer comments or complaints to the Duty Manager

Health & Safety

- Keep all bar/outlet/service areas clean
- Follow correct Hygiene regulations and check/record food temperatures
- Follow statutory requirements relevant to Food Hygiene & H&S
- Keep Fire exits free of obstruction
- Follow correct Accident Procedures
- Allocate cleaning duties to bar staff and ensure all areas are cleaned correctly
- Keep all catering equipment clean and safe
- 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.

Stock Control

- Replenish dry goods, supplies and disposables for service of food and hot beverages
- Replenish drinks products
- Place orders if required
- Rotate stock properly

Legislation

- Be aware of Licensing Regulations

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 Operations Duty 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 provide excellent customer service | 1,3 |
| | Ability to work on own initiative | 3 |
| | Ability to work unsupervised | 1,3 |
| | Ability to work well within a team | 1,3 |
| | Sound knowledge of Food & Safety Hygiene and Health & Safety | 1,3 |
| Training | Ability to follow correct and safe working practices. | 1,3 |
| | 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 |
| | To adhere to the Campus Living Uniform and Mobile Phone Policy | 3 |

Desirable Criteria

| Area | Criteria | Stage |
|----------------------|---|-------|
| Experience | Experience of working in a customer facing role | 1,3 |
| | Pervious waiting on experience | 1,3 |
| Skills and abilities | | |
| Qualifications | Basic Food Hygiene | 1,3 |
| | | |

Conditions of Service

The position available is full time (37 hours) on an open ended contract. 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 Michelle Carswell, Food & Beverage Operation Manager by email at M.Carswell@lboro.ac.uk or by telephone on 01509 223886.

Applications

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