

SENIOR DINING HALL ASSISTANT

Job Ref: REQ180853

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 2

Job Purpose

Assist in general running of catering facilities, giving a quality service at all times during both term and vacation time (vacation time as per requests and availability). Required to deputise for the Dining Hall Manager carrying out routine supervisory tasks.

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 the Dining Hall Manager
- Filling of cruets and folding napkins
- Report any defective equipment or damage to the building to the Dining Hall Manager/Chef
- Basic food preparation when needed
- Movement of chairs and tables within the catering areas
- On occasions may be requested to open and close the building, making sure all doors and windows are locked at the end of every day
- Responsible for dealing with cash received during meal service and counting at the end of the shift.
- Safeguarding of property within the Dining Hall by insuring the proper use and storage of keys.
- When necessary entering data onto the computer
- Delivery / invoice note checking – ability to be able to send out and check goods received against supplier documentation reporting anomalies e.g. tea towel deliveries
- Responsible for supervising a small group of staff as and when necessary

Health, Safety and Hygiene

- Maintaining high standards of hygiene and cleanliness both personally and of catering facilities areas
- 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 Dining Hall 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
Skills and abilities	Ability to carry out all duties and responsibilities of this post, including maintaining high cleaning standards, maintaining stock levels of cutlery, crockery and glassware before and during service and delivery/invoice note checking.	1,3
	Excellent customer service skills	1,3
	Ability to communicate with colleagues, managers & customers as required	1,3
	Ability to lead a small team to carry out set duties	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
Other	Commitment to observing the University's Equal Opportunities policy at all times	3
	Expected to wear Organisation Corporate wear whilst on duty	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of washing and maintaining general cleanliness within kitchen and dining hall areas	1,3
	Experience of supervising a team	1,3
	Experience of working within the hospitality sector	1,3
Qualifications	Basic Food Hygiene Certificate	1,3

Conditions of Service

The position is part time and open ended. Salary will be on Operational Services Grade 2, £8.75 (including the Living Wage Supplement) to £8.87 per hour, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grades 1-5, 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/>

Applications

The closing date for receipt of applications is **Monday 22nd October 2018**.