

FOOD & BEVERAGE ASSISTANT

REQ1980894

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Job Duties

General Duties

- Follow opening and closing procedures
- Ensure food service areas are prepared for food service, including movement of furniture, filling of sauces, condiments and cruets
- Ensure correct menus/prices are displayed
- Carry out basic food preparation
- Ensure that counters and display areas are ready for service including stock replenishment and rotation
- Demonstrate understanding of the menu and food options
- The serving of customers drinks/beverages and food following correct portion control and drink measures
- Checking and maintaining stock levels of cutlery, crockery and glassware throughout service
- Operate tills and follow till procedures
- Report customer comments or complaints to the Line Manager
- Follow Food Service Standards
- Undertake general cleaning duties of equipment, service and storage areas
- Cleaning of beverage facilities and replenishment of stock
- Follow environmental practices in relation to food waste and recycling
- On occasions may be requested to open/close building
- Support University events and conferences
- Be aware of current prices, promotions and deals
- Serve food from the hotplate and servery
- Participate in the removal of food from the hotplate ensuring correct disposal is adhered to
- Cleaning of cutlery and crockery in plate wash areas

Delivered Service – Additional General Duties

- Preparing and checking orders for delivered catering
- Cleaning and stock replenishment for beverage facilities campus wide
- Driving of delivered service vehicle (small van)

Health, Safety and Hygiene

- Demonstrate understanding of Food Safety to include cleaning, food storage and personal hygiene
- Demonstrate understanding of food allergens and intolerances, and their controls
- The safe use of all chemicals in compliance with the COSHH regulations
- Comply with all Health and Safety regulations
- Note and report any defective equipment or building damage
- 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
- Maintain a high degree of security at all times reporting any suspicious circumstances
- Report all accidents following the accident reporting procedure

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 and maintaining high levels of customer service at all times

Training

- Attend any relevant training courses, continue own personal development

Other

- Carry out duties and responsibilities as directed from time to time, commensurate with the grade and nature of the post
- Attend staff and departmental meetings

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/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
Skills and abilities	Ability to provide excellent customer service	1,3
	Ability to work on own initiative	1,3
	Ability to work unsupervised	1,3
	Ability to work as part of a team	1,3
	Ability to communicate with colleagues, managers and customers	1,3
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	Hold a full driving licence* (Delivered Service positions only)	1,3
Other	Commitment to observing the University's Equal Opportunities policy at all times	3

**To meet the requirements set by the University Insurers all employees who are required to drive as part of their job role must be aged 21 or over. Drivers of the age of 18 – 20 may be employed but will be required to undergo a driving training/competence programme*

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working within a food service area	1,3
Qualifications	Basic Food Hygiene Certificate	1,3
	Customer service qualification	1,3

Conditions of Service

The positions available are part time, on zero hour contracts. Salary will be on Operational Services Grade One, £8.53 per hour.

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