

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Food & Beverage Assistant

General Details	
Job Title:	Food & Beverage Assistant
Professional Service:	Catering – Catering, Domestic & Residential Services
Location:	Loughborough University
Tenure:	Open ended
Hours/FTE	Part Time – 52 week (Term Time Contracts)
Grade/Salary	Operational Services Grade 1 - £12.60 per hour
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 24.8%
Starting date:	Asap

Job Purpose
To provide a quality customer service in food service and retail areas.

Management & Supervision	
Reporting to:	Front of House Manager, Assistant Front of House Manager, Duty Manager or Food & Beverage Supervisor

Responsibilities
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.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/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, where operational needs allow, 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/>

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.

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.

Organisational Responsibility

The role holder will report directly to the Duty Manager/Front of House Manager

Person Specification

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