

## Job title: Relief Pool Staff

Job Ref: REQ260196

### School/Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

### Job Description

**Job Family and Grade:** Operational Services Grade 1

#### Job Purpose

Our team of Pool Staff help to ensure that the Catering, Retail and Residential services provided to students and guests run consistently smoothly and efficiently. Pool Staff provide cover when we have events, 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 Assistant, Food & Beverage Assistant or Housekeeper.

#### Job Duties

##### *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
- All food handlers are bound by the current relevant legislation

\* 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 outlined in the document.

## Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

### Essential Criteria

Area	Criteria	Stage
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
Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	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
Qualifications	Basic Food Hygiene Certificate	1,3
	A customer service qualification	1,3

## Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

## Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

## Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

**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.**