Department Estates & Facilities Management

Food & Beverage Assistant

Job Ref: REQ260816

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

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

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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 current relevant legislation

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 outlined in the document.

Organisational Responsibility

Reports to the: Front of House Manager, Assistant Front of House Manager, Duty Manager or Food & Beverage Supervisor

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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 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	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

**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 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:

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- 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 Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. 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**.

Our Accreditations

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.

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