

**PEMBROKE COLLEGE**

**JOB DESCRIPTION/PERSON SPECIFICATION**

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| **JOB TITLE: CATERING ASSISTANT (Casual)** |

*This job description and person specification outlines the key accountabilities of, and output required from, the potholder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

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| **Department:** | | **CATERING** | | | | |
| |  |  |  | | --- | --- | --- | | **Organisation Chart:** | |  | |  | **CATERING MANAGER** | | |  | **🡫** | | |  | **FRONT OF HOUSE/HIGH TABLE MANAGER** | | |  | **🡫** | | |  | SENIOR CATERING ASSISTANT | | |  | **🡫** | | |  | CATERING ASSISTANT (casual) | | | | | | | | |
| **Purpose of the Job:** | | To assist in the smooth running of the food and beverage service for all internal and external functions including cafeteria lunches, fine dining, College feasts, buffet service, student café and bar; to actively engage with our customers, exceeding their expectations and ensuring all aspects of service provided are effectively delivered. | | | | |
| **Responsible to:** | | Senior Catering Assistants and Front of House/High Table Manager | | | | |
| **Responsible for:** | | Food and beverage service at Pembroke College | | | | |
| **Location:** | | Pembroke College | | | | |
| **Hours of Work:** | |  | | | | |
| **Qualifications:** | |  | | | | |
| **Skills:** | | * Good organisational skills * Good communication and interpersonal skills * Proven customer service skills * Friendly, co-operative, helpful and approachable * Responsible and trustworthy * Ability to work as part of a team * Flexible approach and accepting of change * Ability to communicate effectively to colleagues and other senior management personnel | | | | |
| **Work Experience** | | Experience of University and/or College environment would be an advantage | | | | |
| **Budget Responsibilities:** | |  | | **NO** | **Annual Budget** | |
| **Main Duties and Responsibilities** | | | | | | **Time/Frequency** |
| 1 | Assist in the preparation and service of all meals to both College and commercial customers as per Food Service Department procedures. | | | | | DAILY |
| 2 | Ensure agreed standards of service are maintained in all areas and customers are treated respectfully and any requests are dealt with in a professional and courteous manner at all times. | | | | | DAILY |
| 3 | Ensure all areas where food and beverages are served are kept clean, tidy and hygienic. | | | | | DAILY |
| 4 | Laying and clearing of tables as appropriate to the particular service within the standards established. Learn the correct procedure for setting various buffets, lunches and dinners. | | | | | DAILY |
| 5 | Assist with the setting up and clearing of food and beverages from conference and meeting rooms, to include all buffets, lunches and dinners. | | | | | DAILY |
| 6 | Ensure correct charges for food are made; monitor portion sizes. | | | | | DAILY |
| 7 | To adhere to reasonable instructions issued by members of the Catering management team. | | | | | DAILY |
| 8 | Learn to correctly use the Monika HACCP system and ensure all required checks are completed correctly, notifying the supervisor where areas require further cleaning or maintenance. | | | | |  |
| 9 | Correctly use the till system following guidelines for cashing up after service, raising change requisitions and storing money in the safe. | | | | |  |
| 10 | Help to delegate, train and supervise casual members of staff to ensure work is done correctly. | | | | |  |
| The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke College reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder. | | | | | | |
| **Job Description Prepared by:**  **Date:** | | |  | | | |

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| **PERSON SPECIFICATION** | | | |
|  | **Essential** | **Desirable** |
| **Qualifications/academic achievements/education** | * Educated to High School level or equivalent. | * NVQ hospitality and catering |
| **Skills/knowledge/training** | * Leadership skills * Good organisational skills * Good communication and interpersonal skills * Customer service skills * IT skills * Commercial acumen | * Knowledge of Uniware * Knowledge of MS word, excel. |
| **Experience – type and depth of experience required to do the job** | * Experience of working in a restaurant or hotel serving customers * Experience in a public/customer related environment. | * Experience in a College environment. |
| **Personal attributes** | * Friendly, co-operative and helpful/approachable. * Responsible and trustworthy. * Ability to lead from the front. * Ability to work as part of a team. * Flexible approach and accepting of change. * Ability to communicate effectively to colleagues and other senior management personnel. |  |
| **Special Conditions (e.g. must hold driving licence/able to work weekends)** | * Able to work weekend shift patterns. |  |
| **Confidentiality** | * Can demonstrate ability to work confidentiality. * Willing to sign a confidentiality agreement for the role. | * Experience of working in a confidential environment. |
| **Person Specification prepared by:**  **Date:** | | |

**Appendix – *Other Information such as:***

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| 1. **HACCP AND CLEANING** |
| * Complete all Monika HACCP and cleaning checks as required, indicating to the Front of House/Hight Table Manager areas which need further cleaning or repair. * Serve food to customers using the correct utensils depending on type of food served. * Keep Simply Pembroke free of allergens by preventing cross contamination with other foods. * Ensure all spills are cleaned up quickly and yellow safety cones put in place to prevent accidents. |
| 1. **EQUIPMENT RESPONSIBILITIES** |
| * Keep all College property clean and sanitised between uses. * Report any broken equipment to the Front of House/High Table Manager in charge. * Store all equipment safely and ensure all removable parts are stored securely and not lost. * Report any broken plates, glasses, platters or crockery to Front of House/High Table Manager |
| 1. **ENVIRONMENTAL RESPONSIBILITES** |
| * Recycle all food waste, plastic, glass and paper using the correct bins. * Ensure gas, electric and water is not left running when not required |
| 1. **TEAM RESPONSIBILITIES** |
| * Participate in team meetings when required. * Share ideas for improvements. * Identify areas of the department which require more thorough cleaning or repairs, reporting to the supervisor on duty. * Help to identify problems with the running of the servery or functions, and equally, help to trouble-shoot and provide solutions. * Help other staff when you have spare capacity or time. * Help cover rota shortfalls when required. * Help to keep the department calm by working well and showing consideration for others. |