

**PEMBROKE COLLEGE**

**JOB DESCRIPTION/PERSON SPECIFICATION**

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| **JOB TITLE: SENIOR CATERING ASSISTANT**  |

*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** |
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| **Organisation Chart:** |  |
|  | CATERING MANAGER |
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|  | FRONT OF HOUSE/HIGH TABLE MANAGER |
|  | **🡫** |
|  | SENIOR CATERING ASSISTANT |
|  | **🡫** |
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| **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:** | Front of House/High Table Manager |
| **Responsible for:** |  |
| **Location:** | Pembroke College |
| **Hours of Work:** | 37.5 hours per week on a shift system covering seven days, including evenings and weekends |
| **Qualifications:** | * NVQ hospitality and catering
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| **Skills:** | * Excellent leadership skills and able to lead from the front
* Good organisational skills
* Good communication and interpersonal skills
* Proven customer service skills
* IT skills
* Commercial acumen
* 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.
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| **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. | Liaise closely with the High Table/Hall Butler and the Front of House/High Table Manager and other members of the Catering team to ensure instructions regarding arrangements for events, dinners etc. are communicated effectively to the front-of-house team. |  |
| 2. | Help manage staffing rotas for permanent and causal staff. Ensure the allocation of duties on a day-to-day basis for all service aspects. |  |
| 3 | Ensure high quality presentation, preparation and service of all meals to both College and commercial customers, including the setting up/installation of AV systems and electronic equipment, as required, as per College procedures. |  |
| 4 | Help identify training needs for employees and inform the High Table/Hall Butler and the Front of House/High Table Manager. |  |
| 5 | When necessary deputise for the (High Table Butler) and Front of House/High Table Manager. | DAILY |
| 6 | When required, order, control, store and issue wine from the Cellar and Buttery Wines. |  |
| 7 | Keep necessary records of number of diners, bottles of wine consumed and any additional client requests. |  |
| 7 | 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 |
| 8 | Ensure all areas where food and beverages are served are kept clean, tidy and hygienic. | DAILY |
| 8 | Supervise and assist, as required, the 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 | Organise 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 | Liaise with the Head Chef/Sous Chef on presentation and delivery of food. |  |
| 8 | Assist in the care and control of the College Silver, ensuring that security measures applied to the control and handling of the College Plate are strictly adhered to. | DAILY |
| 9 | Learn to correctly use the Monika HACCP system and ensure all required checks are completed correctly, notifying the Front of House/High Table Manager where areas require further cleaning or maintenance.  |  |
| 10 | Use and train in the use of the till system following guidelines for cashing up after service, raising change requisitions and storing money in the safe.  |  |
| 11 | Delegate, train and supervise casual members of staff to ensure work is done correctly.  |  |
| 12 | Be responsible for equipment, stock and departmental premises security in the absence of the High Table/Hall Butler and the Front of House/High Table Manager |  |
| 13 | Ensure that a safe environment is maintained for members of College, staff and members of the public entering areas used for Front of House activities. |  |
| 14 | Assist in the completion and review of risk assessments. |  |
| 15 | Report any maintenance issues to the High Table/Hall Butler and the Front of House/High Table Manager. |  |
| 16 | Assist the High Table/Hall Butler and the Front of House/High Table Manager in organising temporary cover as required and ensure all employees carry out the appropriate induction training. |  |
| 17 | To adhere to any other reasonable instructions issued by the High Table/Hall Butler and the Front of House/High Table Manager/Catering Manager. |  |
| 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
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| **Skills/knowledge/training** | * Leadership skills
* Good knowledge of catering especially food service provision in a busy environment
* Good organisational skills
* Good communication and interpersonal skills
* Customer service skills
* IT skills
* Commercial acumen
* Good general knowledge of College life both during and outside term
* Ability to analyse and evaluate situations and take appropriate action.
 | * Knowledge of Uniware
* Knowledge of MS word, excel.
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| **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.
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| **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.
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| **Special Conditions (e.g. must hold driving licence/able to work weekends)** | * Able to work weekend shift patterns.
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| **Confidentiality** | * Can demonstrate ability to work confidentiality.
* Willing to sign a confidentiality agreement for the role.
 | * Experience of working in a confidential environment.
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| **Person Specification prepared by:****Date:** |

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

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| 1. **HACCP AND CLEANING**
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| * Complete all Monika HACCP and cleaning checks as required, indicating to the Front of House/High 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.
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| 1. **EQUIPMENT RESPONSIBILITIES**
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| * 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
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| 1. **ENVIRONMENTAL RESPONSIBILITES**

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| * Recycle all food waste, plastic, glass and paper using the correct bins.
* Ensure gas, electric and water is not left running when not required
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| 1. **TEAM RESPONSIBILITIES**
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| * 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.
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