



## Candidate Information

<b>Position:</b>	Food To Go Assistants
<b>School/Department:</b>	Student Plus
<b>Reference:</b>	22/109976
<b>Closing Date:</b>	Friday 22 July 2022
<b>Salary:</b>	£18,278 per annum plus generous shift allowance (pro rata)

### **JOB PURPOSE:**

To assist within a team in The Union Shop with the delivery of an efficient, effective, customer led Food to Go Department. To work as part of a team to ensure that high standards of customer service are achieved at all times and in accordance with hot food standards.

In addition, they will work in any agreed satellite and pop up retail units operated under The Union Shop brand or other University outlets across campus.

There are full time and part time positions available and involves working in a shift pattern over 7 days on campus.

### **MAJOR DUTIES:**

1. Assist with the daily operations of The Union Shop, by serving customers, offering great customer service and product knowledge within the Food to Go Department.
2. To ensure quality products are prepared, baked and sold at all times in accordance with training standards.
3. Comply with all card payment, stock and operational procedures, including regular use of EDGEPos.
4. Provide excellent customer service and contribute to the achievement of targets (sales and profit) through engagement with customers and provision of a welcoming, efficient and well maintained Food to Go department.
5. Maintain food levels and restocking on time. Work within the parameters of food safety, maintaining daily records.
6. Ensure that shop security is maintained at all times through staff and sales floor vigilance.
7. Ensure a high standard of Personal Hygiene is maintained and comply with Food Safety Regulations.
8. Adhere to the relevant health and safety legislation and assist with the implementation and administration of safe systems of work, manual handling, fire safety and food safety, including participation in relevant training sessions.
9. Make a positive contribution to the future development of The Union Shop through suggesting and implementing service and product range improvements.
10. Maintain a clean and tidy environment at all times.
11. Undertake retail duties as and when required.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by Retail Store Manager/Food to Go Supervisor/Food to Go Team Leader.

### **ESSENTIAL CRITERIA:**

1. \*Secondary School Education
2. \*A minimum of 6 months' relevant food handling experience to include:
  - Food preparation.
  - Evidence of excellent customer service.
3. Computer Literate.
4. Good numeracy and literacy skills.
5. Understanding of current retail, food safety and health and safety legislation and regulations.
6. Excellent oral and written communication skills.
7. Customer focused approach.

8. Good interpersonal skills including ability to communicate clearly with customers.
9. Ability to work on own initiative and as part of a team.
10. Flexible, willing to adapt to new tasks and duties.
11. Good time management.
12. The post holder will be required to be flexible to work 5 out of 7 days per week which may include public and bank holidays to meet the needs of the businesses.
13. They will work in any agreed satellite and pop up retail units operated under The Union Shop brand or other University outlets across campus as required.

**DESIRABLE CRITERIA:**

1. Basic Food Hygiene Certificate.
2. \*A minimum of 6 months' relevant food handling experience in a convenience/grocery store environment to include:
  - Food preparation.
  - Evidence of excellent customer service.
3. \*Experience of cashless transactions.
4. \*Retail experience.