



Candidate Information

Position: Campus Food and Drink Customer Assistant
School/Department: Student Plus
Reference: 22/110204
Closing Date: Monday 3 October 2022
Salary: £19,578 - £20,134 per annum
Anticipated Interview Date: Monday 17 and Tuesday 18 October 2022

JOB PURPOSE:

The post holder will support managers and supervisors and Shift Leaders in Campus Food and Drink to deliver day to day business and key priorities. The role will require working across the business unit as demand dictates.

MAJOR DUTIES:

1. To ensure customers are served and assisted to a high standard so that they have a first class customer experience. Ensure that the customer's comfort, satisfaction, and well-being are catered for in a friendly, helpful and personalised manner at all times.
2. Work on your own or as part of a team of service staff, ensuring that functions, events and deliveries are organised, set up, and serviced to the departmental standards.
3. Work effectively with colleagues to ensure a harmonious working environment where all staff are treated with respect and all activity is customer focused.
4. To ensure that any complaints and difficulties are dealt with courteously and in an efficient manner and are reported to the supervisor /manager.
5. Make sure that all work is carried out in line with standards set out in the Standard Operations Procedures to ensure efficient, effective running of the department and ensure that all quality standards are met whilst taking part in staff training required. Take responsibility for completing all mandatory training a timely manner.
6. Assist with the maintenance of stock levels, ordering and accepting delivery of stock, and replenishing stock. Assist with the monthly departmental stock takes.
7. Operate a clean and tidy work area ensuring crockery, cutlery, silver and glassware are washed and cleaned to the required standards.
8. Comply with procedures including those governing Health and Safety, Food Hygiene (Hazard Analysis Critical Control Point - HACCP), COSHH, welfare, fire regulations, and ensure emergency procedures are adhered to.
9. Contribute to the University's Carbon management plan and carbon reduction policy and to encourage the staff and customers to recycle appropriate items and reduce energy consumption, in line with objectives set by Campus Food and Drink. Play an active part in team goals in relation to carbon reduction and bring new ideas and initiatives to the Campus Food and Drink Green Team, through engaging with those staff members who are members of the committee.
10. Carry out any other duties which are appropriate to the post as requested by supervisor and or manager.

ESSENTIAL CRITERIA:

1. Secondary school education.
2. 1 Year's relevant previous experience.
3. Basic Food Hygiene knowledge.
4. Understanding of relevant Health and Safety/Fire requirements.
5. Ability to work on own initiative and as part of a team where appropriate.