

Candidate Information

Position: Hospitality Assistant
School/Department: Student and Campus Experience
Reference: 25/112812
Closing Date: Monday 1 September 2025
Salary: £27,137 - £27,456 per annum.
Anticipated Interview Date: Thursday 11 September 2025

JOB PURPOSE:

The post holder will support managers and supervisors 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. Ensure customers attending all events are served to the expected standard and that they have a exceptional customer experience. The customer's comfort, satisfaction, and well-being should be 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 all functions, events, and catering deliveries are organised, set up, and serviced to the departmental standards and customer requirements.
3. To ensure that any complaints and difficulties are dealt with courteously and in an efficient manner and are reported to the supervisor /manager.
4. Assist with the ordering, maintenance and replenishment of stock whilst accepting stock delivers.
5. Operate a clean and tidy work area ensuring crockery, cutlery, silver and glassware are washed and cleaned to the required standards.
6. Support managers and supervisors with the training and development of all casual staff to ensure the delivery of the business.
7. In addition to promoting and contributing to the University's Carbon Management Plan, comply and adhere to all procedures and policies such as Health and Safety, Food Service and Food Hygiene, COSHH and PCIDSS and mandatory training.
8. Carry out any other duties which are appropriate to the post as requested by supervisor and or manager.
9. Have an awareness of and put into practice the Core Values for University staff and support Campus Food and Drink to help deliver the strategic aims of the University.

ESSENTIAL CRITERIA:

1. Secondary school education.
2. Previous experience working in a hotel or food and drink venue.
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.
6. Must be available to work flexible hours to meet the needs of managing a customer facing service to include public holidays, evenings and weekend shifts.

DESIRABLE CRITERIA:

1. Experience working in café environment.
2. Experience working in a higher education environment.
3. Driving licence.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Brian Horgan - b.horgan@qub.ac.uk.