

Candidate Information

Position:	Campus Food and Drink Hospitality Assistant (2 posts)
School/Department:	Student and Campus Experience
Reference:	26/113535
Closing Date:	Monday 10 August 2026
Salary:	£28,087 - £28,417 per annum
Anticipated Interview Date:	Friday 21 August 2026
Duration:	Permanent

JOB PURPOSE:

The post holder will support Managers and Supervisors across Campus Food and Drink in the delivery of day-to-day catering operations and the achievement of key service priorities. The post holder will work collaboratively with operational teams to ensure catering services are delivered efficiently, maintaining high standards of customer service, food quality, hygiene, and health and safety. The role will be required to work across the business units as business 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 always.
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.
10. Help support and promote Sustainability across Campus Food and Drink as it contributes to the University's Carbon Management Plan.
11. 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. One year's relevant previous experience working in customer facing catering environment.
3. Basic Food Hygiene and Food Allergen knowledge.
4. Understanding of relevant Health and Safety/Fire requirement.
5. Ability to work on own initiative and as part of a team where appropriate.

DESIRABLE CRITERIA:

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

ADDITIONAL INFORMATION:

Informal enquiries may be directed to: Victoria Parks at V.Parks@qub.ac.uk.