

Café and Retail Assistant

The Role

Job title:	Café and Retail Assistant
Department:	Commercial Services
Responsible to:	Retail Manager
Location:	Cirencester, main campus
Salary:	Grade 2: £22,768 per annum
Term:	Full time, average 35 hours per week on a flexible rota normally Monday to Friday with occasional weekends and evenings
Relationships with:	Customers, students and suppliers

Purpose

Delivery of all food, beverage and retail services to all customers and cleaning all departmental areas and washing up as required. Support of management team.

Key Responsibilities

- Provide a quality of service to all customers:
 - Working to the departmental values and Service Level Agreements
 - Providing a high standard of customer service
 - Awareness of allergens, dietary conditions, acting promptly to address concerns
- To take responsibility for delivering efficient services in the following, to the agreed standards:
 - Tea & Coffee delivery
 - Servery
 - Functions / Conferences / Events
 - Retail Outlets
 - Bar services
 - Wash up areas
 - Mobile Catering
- Following all Departmental, Institutional & Legal procedures:
 - COSHH
 - Health Safety and Welfare
 - Maintenance requests
 - Security
 - Reporting all incidents
- Hygiene

- To maintain high standards of cleanliness and hygiene in all areas
- To maintain a high standard of personal appearance, and to wear the correct uniform at all times
- Events & Functions:
 - Have a flexible approach to working at Events/Functions
 - Event/Client Management as required for Events & Functions
- Sustainability
 - To sort waste for recycling and disposal of in correct recycling point
 - Responsible for usage of utilities and resources
- To undertake such other duties as may be requested by the Director of Campus Experience.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
• A good standard of education – GCSE or equivalent	E	A
Experience and Skills:		
• Excellent interpersonal and communications skills	D	B
• Excellent customer care skills	E	B, C
• Basic Food Hygiene Certificate	D	A
• Flexibility in working hours	E	B
• Basic IT Skills	D	B, C
• Ability to be able to lift and move heavy objects up to 25kg	E	B

Other conditions:

- Full training will be provided

The post holder must also:

- be able to work weekends on a rota basis in the mobile catering van and/or retail outlet and evenings during busy periods or specific events: generally, the café is closed or open for short opening times at weekends

- ideally be mobile and able to travel to other University sites in Cirencester, including the Alliston Centre (Growth Hub) on occasion – around twice a year on average

Application Procedure

If you are interested in this role, please contact the Human Resources team on Human.Resources@rau.ac.uk or telephone 01285 889 836 for further information.

To apply please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – or submit your up to date CV
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 18 January 2026 with **Interviews on:** 29/30 January 2026
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.