

Application Procedure

Application forms for casual staff roles are available [here](#) from our HR team via email human.resources@rau.ac.uk

Please send completed application form or up to date CV to the Human Resources Team, Royal Agricultural University, Cirencester, Glos, GL7 6JS or via email to jobs@rau.ac.uk

Job Description

Job Title:	Casual catering / retail assistants
Department:	Commercial Operations
Salary / Grade:	£7.38 per hour (£7.83 if over 25 years)
Job details:	Casual post with flexible hours to suit including weekend and evening work
Main purpose of job:	Delivery of food, beverage, retail and housekeeping services to all customers, and assisting with wash up areas as required
Responsible to:	Supervisors
Relationships with:	Customers, suppliers, guests, students
Areas of operation:	Restaurant, bar, cafe, shop, wash up,

Key tasks:

- Provide a quality of service to all customers:
 - Working to the departmental values and service level agreements
 - Providing a high standard of approach and delivery to customers
 - Awareness of allergies, eating disorders, acting promptly to address concerns
- To take responsibility for delivering proficient services in the following, to the agreed standards:
 - Teas and coffees
 - Servery
 - Housekeeping /cleaning
 - Functions / conferences
 - Retail outlets
 - Wash up areas
- Following all departmental, institutional and 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 and functions:
 - Have a flexible approach to working at events/functions
 - Event/client management as required for events and functions
- Sustainability
 - To sort waste for recycling and disposal to correct recycling point
 - Responsible for usage of utilities and resource
- To undertake such other duties as may be requested by the head of department

Person Specification

Requirements	Essential (E) or Desirable (D)	Measured By: A) Application form B) Interview C) Test / exercise D) Presentation
A good standard of education – GCSE or equivalent	D	A
Excellent interpersonal and verbal communications skills	E	B
Excellent customer care skills	E	C
Basic Food Hygiene Certificate	D	A
Flexibility in working hours	E	B
Basic IT skills	D	C
Ability to be able to lift and move heavy objects up to 25kg (with assistance where necessary)	E	B