

Catering Assistant



The Role

Job Title:	Catering Assistant- Restaurant and Conferencing
Department:	Commercial Operations - Catering
Salary / Grade:	Grade 2: £16,736 - £17,682 per annum
Job Details:	35 hr average week, variable hours, including weekend and evening work on a shift basis
Main Purpose of Job:	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.
Responsible to:	Restaurant Manager
Relationships with:	Customers and Suppliers
Areas of Operation:	Catering primarily, Restaurant, Conferencing, (may also work in Bar, Coffee Bar, Shop, Wash up)

Key Responsibilities

- Provide a quality of service to all customers:
 - Working to the departmental values and SLA's
 - Providing a high standard of customer service
 - Awareness of allergens, dietary conditions, acting promptly to address concerns
- To take responsibility for delivering proficient services in the following, to the agreed standards:
 - Tea & Coffee delivery
 - Servery
 - Functions / Conferences / Events
 - Retail Outlets
 - Bar services
 - Wash up areas
- 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 Head of Catering & Retail

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	E	A
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

Application Process

If you are interested in applying for this role, please send:

- A University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk – you may attach your up to date CV if you wish to add additional information
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk saying where you saw the advert for the role
- Immediate start is available - applicants will be interviewed on an ongoing basis until the position is filled