



## Job Description

<b>Job Title:</b>	Summer Casual Workers
<b>Department:</b>	Commercial Operations
<b>Salary / Grade:</b>	£7.70 per hour (£8.21 per hour if over 25 years) plus holiday pay
<b>Job Details:</b>	Temporary summer casual post from June to September: variable hours, around 25 hrs per week, including weekend and evening work on a shift basis
<b>Main Purpose of Job:</b>	Delivery of food, beverage, retail and housekeeping services to all customers, and assisting with wash up areas as required
<b>Responsible to:</b>	Housekeeping and Restaurant Supervisors
<b>Relationships with:</b>	Customers, Suppliers, Guests, students
<b>Areas of Operation:</b>	Catering, Housekeeping, Wash up

## Key Tasks:

- Provide a high 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 Coffee's
  - Restaurant Servery
  - Housekeeping /cleaning
  - Functions / Conferences
  - 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 to correct recycling point
  - Responsible for usage of utilities and resources
- To undertake such other duties as may be requested by the Supervisor

## 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	E	B

## Application Procedure

Application forms for Summer Casual Workers are available from our HR team via email [human.resources@rau.ac.uk](mailto:human.resources@rau.ac.uk) or from our website [www.rau.ac.uk](http://www.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](mailto:jobs@rau.ac.uk)