



UNIVERSITY OF  
LINCOLN

**UNIVERSITY OF LINCOLN  
JOB DESCRIPTION**

<b>JOB TITLE</b>	Catering Assistant				
<b>DEPARTMENT</b>	Catering Department				
<b>LOCATION</b>	Brayford Pool				
<b>JOB NUMBER</b>	EF5106	<b>GRADE</b>	2	<b>DATE</b>	January 2019
<b>REPORTS TO</b>	Catering Supervisor				

**CONTEXT**

The catering department provides a range of high quality services to the 14,000+ students and staff of the University of Lincoln. Operating 10 units on campus as well as retail and vending services. Buffets and refreshments are also produced and served across the campus for staff and their guests. Catering is part of Campus Services reporting to the Deputy Vice Chancellor, Finance and Infrastructure.

**JOB PURPOSE**

Working as part of a dedicated team the role of Catering Assistant is varied and rewarding. Shift times depend on the post applied for, but they are all based around the needs of the business. In larger units duties are undertaken on a rota basis and include – making Barista coffee, serving customers, cash handling, stock rotation and replenishment, cleaning and clearing, pot and dish washing, putting deliveries away and completing cleaning and temperature records. In smaller units any duty related to the operation of the unit must be undertaken which may also include heating pastries, jacket potatoes and fillings. From time to time Catering Assistants will assist serving lunches, dinners, buffets and refreshments to delegates at meetings, conferences and events taking place at the University. Greater detail of the duties and responsibilities follow although they are not exhaustive.

## KEY RESPONSIBILITIES

### Food and Drink Service

Assist as directed with any kitchen, coffee shop, or servery duties that are necessary. On occasion this may include the delivery and presentation of buffets.

Prepare hospitality refreshments following the daily schedule, deliver and set them up in the required rooms in line with our service standards. Depending on the style of booking the refreshments may require serving.

For hospitality bookings, return to rooms at the specified time to clear all refreshment and buffet items leaving the room clean and tidy.

Assist serving food on the hot counter as directed, familiarise yourself with the days menu, specials and allergens present.

Prepare counters and display units for service so all products look appealing. Ensure sufficient stock is available for the service period and that labels, prices and allergen details are correctly displayed.

Prepare hot and cold espresso based drinks in units with manual espresso machines, ensuring that relevant brand standards are met for each drink.

As the university increases in size staff will be required to participate in delivery or mobile sales services to staff in outlying buildings.

Drive the Department's van to deliver hospitality or supplies on or off campus if a full driving licence is held.

### Cash Handling

Carry out all aspects of cash handling and till operation as required by the role, including cash, debit and credit card transactions, internal vouchers and loyalty system.

Observe all university and departmental procedures in relation to cash handling.

### Team Working and Communication

Demonstrate an enthusiastic, committed and flexible approach and attitude towards customers and colleagues and uphold the values and behaviours of Campus Services.

The department has an expectation that all staff will work some weekends and evenings to support the University's programme of open and applicant days, conference's and guest lectures.

Promote good team working within units and fully support colleagues.

Communicate in a timely, clear and professional way with all customers, colleagues and management.

### Health & Safety, Hygiene

Ensure the safe working practices are followed as detailed in the HACCP and Food Safety policies of the university or current legislation.

Carry out any clearing, cleaning or deep cleaning required in the area you are working in and complete the cleaning log.

Ensure you use the correct PPE and chemicals for the tasks as indicated in the unit cleaning procedures and COSHH data sheets.

Record hot and cold temperatures in any unit you work in, reporting anything that is outside allowable limits.

Maintain a high standard of personal cleanliness and hygiene at all times and always and look smart in your uniform.

Follow all Health and Safety policies and guidelines as instructed and familiarise yourself with the risk assessment for each area you work in.

Report any unsafe practices, broken equipment or damage to a supervisor so remedial action to be taken.

Ensure a high standard of personal cleanliness and hygiene is maintained to comply with policy.

### **Customer Service**

Provide an efficient, effective and courteous service to customers, listening to their needs and working to exceed these wherever possible through excellent customer service.

Pass comments from customers back to supervisors so they reach the management team.

Understand the menu items available on the counter and on hospitality buffets and any alternatives available.

Be aware of special dietary elements or allergens present and know where to find more information from.

Display courtesy, support and understanding to international students who may have alternative eating practises and be unfamiliar with the food and accompaniments we sell.

### **Training**

Attend appropriate training and refresher courses as required to develop your skills and knowledge and support you in your role. These may arise from the PDR process, Catering Management or University programs.

Complete all mandatory training courses relevant to your role, which may be classroom or E learning modules.

Have a flexible approach and be prepared to work in different units on campus as needed. We will provide any additional training that may be needed to support this.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

## ADDITIONAL INFORMATION

Key working relationships/networks	
Internal	External
<ul style="list-style-type: none"><li>• Staff</li><li>• Catering colleagues</li><li>• Departmental management</li><li>• Students</li></ul>	<ul style="list-style-type: none"><li>• General Public</li><li>• Potential students and families</li><li>• Students families</li><li>• Contractors</li><li>• Suppliers sales and delivery teams</li><li>• Conference Delegates</li><li>• Agency staff</li></ul>



**UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION**

**UNIVERSITY OF  
LINCOLN**

<b>JOB TITLE</b>	Catering Assistant	<b>JOB NUMBER</b>	EF5106
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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Good basic standard of education	<b>E</b>	<b>A</b>
Basic food hygiene certificate or equivalent	<b>E</b>	<b>A/I</b>
Intermediate food hygiene certificate or equivalent	<b>D</b>	<b>A/I</b>
<b>Experience:</b>		
Current till operation and cash handling experience including acceptance of debit and credit cards	<b>E</b>	<b>A/I</b>
Experience of cashing up tills at end of shift	<b>D</b>	<b>A/I</b>
Preparation of espresso based drinks using a traditional machine (not press button)	<b>E</b>	<b>A/I</b>
Experience of working in a busy catering or retail environment	<b>E</b>	<b>A/I</b>
Production of espresso based drinks in high volume establishment	<b>D</b>	<b>A/I</b>
<b>Skills and Knowledge:</b>		
Understands what good customer service is and can provide solid examples when they have delivered such service.	<b>E</b>	<b>A/I</b>
Must be able to communicate clearly both in writing and verbally.	<b>E</b>	<b>A/I</b>
Ability to produce latte art on espresso based milk drinks.	<b>D</b>	<b>I</b>
<b>Competencies and Personal Attributes:</b>		
Effective team worker.	<b>E</b>	<b>I</b>
Personal presentation must be very good	<b>E</b>	<b>I</b>
Able to demonstrate the ability to build strong links with customers that have led to improved sales	<b>D</b>	<b>A/I</b>
Ability to work independently	<b>E</b>	<b>A/I</b>
Attention to detail	<b>E</b>	<b>A/I</b>
<b>Business Requirements:</b>		
Ability to work flexibly on evenings and weekends when required for Open/Applicant days, functions and conferences	<b>E</b>	<b>A/I</b>

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	CW	<b>HRBP</b>	JE
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