



Catering Assistant

UNIVERSITY SERVICES
ESTATES AND COMMERCIAL

GRADE 2

Job Purpose

To assist in the delivery of a high standard food and drink provision within the allocated zone of the University Campus ensuring that the service provision is delivered efficiently, professionally with a focus on customer service.

Main Duties and Responsibilities

1. To assist in the preparation and the provision of all food and drink being served and to ensure that this meets the required standards as laid down in the operational procedure manual and meets customer needs.
2. To ensure the hygiene, cleanliness and tidiness of the catering areas, whilst adhering to Health and Safety and Hygiene policies and ensuring their implementation.
3. Carry out basic equipment maintenance according to clear and detailed instruction.
4. Responsible for cash handling and implementing the cash procedures.
5. Liaise and communicate with customers and colleagues to ensure the smooth and efficient running of the department.
6. To assist in the control of food and the non-perishable items ensuring that the compliance of the department policies on storage and issuing of all stock procedures are adhered to at all times, including the assisting with stock taking. To assist in maintaining accurate records in conjunction with the operational procedures of the Department.
7. To drive University vehicles for delivering items as required by the service.

Qualifications

- Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role OR Minimum Scottish Credit and Qualification Framework level 3 in English and Mathematics [National 3] or equivalent.
- Possession of a clean current driving licence desirable as there are occasions when there is a requirement to drive University vehicles for delivering items as required by the service

Knowledge, Skills and Experience

- Good working knowledge of food handling principals and HACCC, basic food preparation skills and cash handling experience is essential
- Knowledge of how to respond to environmental factors as they happen e.g. Spillages and accidents and customer enquiries is important.
- Elementary food handler certificate and Licensing for Scotland Bar Training desirable but not essential as training will be given.
- Working knowledge of Health and Safety regulations, Manual Handling skills and Computer skills is an advantage
- Good communication and customer care skills are required in order to communicate with customer/service users and staff/managers as appropriate.
- Ability to use specialised equipment when carrying out basic duties. Good numerical and literacy skills.
- Strong attention to detail i.e. specialised requirements/diets is required for this role.
- Ability to forward plan and work on own initiative, organising assigned tasks effectively and efficiently in response to customer needs
- Know how to prioritise duties to ensure delegated departmental workflow is maintained and service requirements are met. E.g. Able to respond flexibly as appropriate and deal with changes in production such as numbers or menu changes
- Previous experience of work in a licenced catering environment [ideally a personal licence holder], Barista experience, Vending Experience, Stock control experience would be valuable.