

# Casual Catering Assistant

## Job Description

### The Role

<b>Job Title:</b>	Casual Catering/Retail Assistants
<b>Department:</b>	Commercial Operations
<b>Salary / Grade:</b>	£8.36 per hour or £8.91 if over 23 years old
<b>Job Details:</b>	Casual post with flexible hours to suit including weekend and evening work
<b>Main Purpose of Job:</b>	Delivery of food, beverage, and retail services to all customers, and assisting with wash up areas as required
<b>Responsible to:</b>	Restaurant/Retail Managers
<b>Relationships with:</b>	Customers, Suppliers, Guests, students
<b>Areas of Operation:</b>	Catering, Bar, Coffee Bar, Shop, Wash up,

### Purpose

Delivery of food, beverage, and retail services to all customers, and assisting with wash up areas as required

### Key Responsibilities

- 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 Coffee's
  - Servery
  - Housekeeping /cleaning
  - Functions / Conferences
  - Retail Outlets
  - 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 Head of Department

## General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

## Person Specification

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Presentation
<b>Qualifications:</b>		
A good standard of education – GCSE or equivalent	D	A
<b>Knowledge, Experience and Skills:</b>		
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 Process

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

- A University [Casual Application Form](#) 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](mailto:jobs@rau.ac.uk) saying where you saw the advert for the role.

Interviews to take place as soon as possible with immediate start.

We reserve the right to close the advert as soon as the post is filled.