CANDIDATE BRIEF

Catering Assistant, Facilities Directorate

Salary: Grade 2 plus meals (£16,024 – £16,330 p.a.)

Reference: FDCCS1241

Closing date: 23 June 2019

This role is available to current University employees only

Catering Assistant
Catering, Conferencing and Events, Facilities Directorate

Do you know how to go the extra mile for customers? Are you customer focused and dedicated to providing an excellent service? Do you have understanding of the catering industry?

Providing customers with excellent service and quality fresh food is at the heart of what we strive to achieve in our Catering Services Team. You will be responsible for assisting in delivering an effective and efficient service in line with our division's strategy and goals, assisting the smooth running of the catering service.

You will provide on campus services for students, staff and visitors. You will have knowledge of the catering industry, including food hygiene. You will be committed to providing excellent customer service and you will have the ability to move, count and record stock. You may be required to work at any of the areas within catering and conferencing, when there is a business requirement. Depending on the area this may involve taking sole responsibility for the day to day operation of a unit.

This role is full time on a 5 days over 7 basis. Flexibility will be required, with the requirement to work early mornings, evenings and weekends

What does the role entail?

As a Catering Assistant your main duties will include:
- Serving at counters in a helpful and pleasant manner and responding to customer needs and requests, meeting the department's customer care standards and reporting complaints to senior staff as required;
- Presenting food items for service at specified times, ensuring that all stock is rotated, is suitable for sale, and are within their "use by" and "best before" dates;
- Ensuring that menus and merchandising are presented in accordance with our agreed standards;
- Carrying out all cleaning necessary to meet the university standards, adhering fully to the designated cleaning schedule, completing relevant paperwork, and working in a clean and tidy manner at all times;
- Preparing food items in line with university standards, food safety legislation

and university policy, ensuring that any issues are reported to senior staff;

- Ensuring that food labelling legislation is adhered to and that allergen information is available and correct. Responding to customer queries regarding allergens and ingredient content of products;
- Operating a cash register, taking money and vouchers, issuing change, cashing up and reconciling income in accordance with the university's Cash Handling Procedure and local procedures;
- Taking responsibility for the operation of chip and pin units and following University security guidelines on their use and storage;
- Ensuring areas are secure at all times, opening and closing areas of work in line with department policy, and collecting and returning keys to a designated location as required;
- Controlling and accurately recording all food wastage and staff meals;
- Monitoring and accurately recording fridge, freezer and food temperatures, advising senior staff of any noncompliance to legislation or policy;
- Checking deliveries for discrepancies, quality and temperature in accordance with the Food Safety Policy;
- Ensuring the University Food Safety Policy, Personal Hygiene Policy and Health & Safety Policy are adhered to at all times.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Catering Assistant you will have:
- Experience of working in a frontline customer service environment with a commitment to providing excellent customer service and care;
- Excellent communication skills, with the ability to develop effective working relationships with colleagues;
- An understanding of the catering industry and knowledge of Food Hygiene practices;
- The ability to work flexibly across Catering, Conferencing and Events;
- The ability to work effectively, both independently and as part of a team;
- High attention to detail with the ability to move, count and record stock;

Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values.](#)

You may also have:
- • A Chartered Institute of Environmental Health (CIEH) Level 2 Certificate in Food Safety;
- • An NVQ Level 2 Certificate or equivalent in Catering / Hospitality;
- • Experience of working in a large scale Catering environment.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).

Contact information

To explore the post further or for any queries you may have, please contact:

Anthony Lowe, Conference and Events Manager (Operations)
Tel: +44 (0)113 343 3016,
Email: A.A.Lowe@leeds.ac.uk

Additional information

Working at Leeds
Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk.](mailto:disclosure@leeds.ac.uk)

Criminal record information

Rehabilitation of Offenders Act 1974
A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.