JOB DESCRIPTION

Department: Catering  
Job title: Cashier/Food Services Assistant  
Job code: CC-CFSA-13  
Date: April 2013

Organisation chart:

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Catering Director
  ↓
Food Services Manager
  ↓
Deputy Food Services Managers
  ↓
Food Services Supervisor
  ↓
FOOD SERVICES ASSISTANT
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Purpose of job: To assist the Food Services Manager in providing a high level of service in the Buttery department to include cashiering and service delivery in the cafeteria, ensuring the highest of standards is provided to Fellows, students, staff and guests.

Responsible to: Food Services Manager  
Grade: Manager, Supervisor

Responsible for: N/A  
Grade: N/A

Qualifications:
- NVQ Level 1 in Catering & Hospitality (Food & Drink Service)
- Food Hygiene Certificate: Basic level essential.

Skills:
- Friendly with ability to work in harmony with colleagues
- Flexible in attitude and positive approach to work
- Clean, tidy and presentable
- Knowledge of food presentation are essential
- Accuracy and attention to detail are essential
- Smart appearance is essential

Work experience:
- Previous experience of working in a busy food service delivery environment essential

Memberships of Professional Bodies
- N/A
Duties and responsibilities:

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Time and frequency:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>To maintain a safe and secure working environment, ensuring all HACCP and Health and Safety policy is adhered to at all times.</td>
<td>Daily</td>
</tr>
<tr>
<td>2.</td>
<td>To prepare the servery area in readiness for service, ensuring all areas are prepared to correct standard for each service session.</td>
<td>Daily</td>
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<tr>
<td>3.</td>
<td>To act as cashier when required and ensure that all charges are accurate and till is reconciled. Report any discrepancies to the Food Services Manager or designated deputy.</td>
<td>Daily</td>
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<tr>
<td>4.</td>
<td>To undertake any cleaning tasks required within the servery areas to maintain a clean and safe environment, following Food Hygiene Policy at all times.</td>
<td>Daily</td>
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<tr>
<td>5.</td>
<td>To use effective customer care skills to ensure the well-being of customers at all times under the guidance of the Food Services Manager or Deputy Manager.</td>
<td>Daily</td>
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<tr>
<td>6.</td>
<td>To assist with stock takes of equipment including cutlery, glassware etc.</td>
<td>As required</td>
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<tr>
<td>7.</td>
<td>To assist with the preparation and service for Events, including dinners and conferences when requested.</td>
<td>As required</td>
</tr>
<tr>
<td>8.</td>
<td>To undertake any reasonable additional duties as requested by the Food Services Manager or designated deputy.</td>
<td>As required</td>
</tr>
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</table>

Confidentiality:

- Discretion and a level of confidentiality is required to foster trusting and mutually beneficial relations between the college and commercial clients/guests who are either paying for the use of college Conference & Catering facilities, or whom have been invited to visit the college by Senior Officers and Fellows.

Contacts:

- Fellows, Students, Staff and members of the college
- Commercial clients and their delegates
- External catering food and equipment suppliers

Accuracy:

- The individual fulfilling this role will be required to carry out their work to a high level of accuracy to maintain the high standards of food service required by the conference & catering department.
- Accuracy is also required to ensure efficient management of resources to minimise wastage and, where possible, to improve cost management.

Responsibility for cash, purchasing or physical assets:

Handling cash payments during cashiering duties.

Mental, visual or physical strain:

Some potential for physical strain resulting from service delivery to different parts of the College campus and being physically active through working hours (as normal for this job role).

Potential for physical strain due to lifting and carrying furniture. Manual Handling training and use of lifting and carrying equipment training should be undertaken.

Exposure to occupational hazards:

Normal hazards expected within the Kitchen environment can be anticipated: to include sharp utensils,
slippery and hot services, exposure to cooking fuels and cleaning chemicals. Therefore it is important that the job holder adheres to the COSHH system in place.

Other information:
The job holder will be required to work on a shift system, which may include evening, night or weekend work

Comments or supporting statements from the Catering Director:
If you are unsure at any point in time of Health and Safety systems in place, you have a responsibility to ask and ensure you are aware of all in house training and systems.

This will be part of a legal binding contract in conjunction with the terms and conditions set out in the offer letter and the staff hand book.
Please sign below if you understand and agree to accept the job as described above.

Applicant’s signature: ____________________________ Date: ____________________________