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| **Job Description** |

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| **Job title** | Food Services Assistant |
| **Job code** | CC-FSA-13 |
| **Department** | Catering |

**Organisation Chart**

*This document outlines the output and key accountabilities required of the post holder, as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

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| **Purpose of the role** |
| 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. |
| **Background Information** |
| Based at | King’s College, King’s Parade, Cambridge CB2 1ST |
| Hours of work | Permanent, full-time, an average of 37.5 hours per week to be worked on a rota to include evenings and weekends |
| Budget responsibilities | Responsible for handling cash payments during cashiering duties |
| Contacts | * Fellows, students, staff, and members of the college
* Commercial clients and their delegates
* External catering food and equipment suppliers
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|  | **Main duties and responsibilities** | **Frequency** |
| 1. | To maintain a safe and secure working environment, ensuring all HACCP and Health and Safety policy is always adhered to. | Daily |
| 2. | To prepare the servery area in readiness for service, ensuring all areas are prepared to correct standard for each service session. | Daily |
| 3. | 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. | Daily |
| 4. | To undertake any cleaning tasks required within the servery areas to maintain a clean and safe environment, always following the Food Hygiene Policy. | Daily |
| 5. | To use effective customer care skills to always ensure the well-being of customers under the guidance of the Food Services Manager or Deputy Manager. | Daily |
| 6. | To assist with stock takes of equipment including cutlery glassware etc. | As required |
| 7. | To assist with the preparation and service for Events, including dinners and conferences when requested. | As required |
| 8. | To undertake any reasonable additional duties as requested by the Food Services Manager or a designated deputy. | As required |

**FURTHER REQUIREMENTS & INFORMATION RELEVANT TO THE ROLE**

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| **Additional role requirements** | Yes | No |
| DBS check |  | X |
| Lone working |  | X |
| Manual handling | X |  |
| Working at height |  | X |
| Uniform required | X |  |

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| **Training requirements** |  |  |
| Fire safety | X |  |
| Health & Safety | X |  |
| Fire Extinguisher training |  | X |
| COSHH | X |  |
| Asbestos awareness |  | X |
| Legionella awareness |  | X |
| Risk assessments |  | X |
| DSE |  | X |
| First Aid |  | X |
| Food Hygiene | X |  |
| Data Protection |  | X |
| Equality & Diversity | X |  |
| Safeguarding |  | X |
| The Prevent Duty |  | X |
| Understanding Unconscious Bias |  | X |
| Cyber security |  | X |
| Dignity at work | X |  |
| Anti-bribery and corruption |  | X |
| Microsoft 365 |  | X |
| Kinetics |  | X |
| Raisers Edge |  | X |
| Cascade | X |  |
| Camsis |  | X |
| Mental Health Awareness | X |  |

**Team Responsibilities**

* Participate in team meetings when required
* Share ideas for improvements
* Help other employees when you have spare capacity or time
* Help cover staffing shortfalls when required
* Help to keep the department calm by working well and showing consideration for others

*This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.*

**Health and Safety**

All employees must adopt a responsible attitude towards health and safety to comply with any procedures as required by the College to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions.

Employees must familiarise themselves with the College’s Health & Safety policy and their legal responsibilities under the Health and Safety at Work Act 1974 (section 7).

They must be prepared to undertake any training provided in relation to health & safety or which is identified as necessary in relation to their work.

**Mental, visual, or physical strain/exposure to occupational hazards**

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.

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.

**Continuous Professional Development**

King’s is supportive of continuous professional development and opportunity for in-role mentoring, training and development will be provided.

**This job description will be part of a legal binding contract in conjunction with the terms and conditions set out in the offer letter and the staff handbook.**

**Please sign below if you understand and agree to accept the job as described above.**

Job holder’s signature: Name:

Date:

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| **Person Specification** |

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| **Job title** | Food Services Assistant |
| **Job code** | CC-FSA-13 |
| **Department** | Catering |
| **Responsible to** (position title) | Food Services Manager |
| **Responsible for** (position title) | n/a |

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| **Method of Assessment** | **A** – Application form | **I** – Interview | **T** – Test |

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|  | **Criteria** | **Essential****/Desirable** | **Assessment Method** |
| Work experience | * Previous experience of working in a busy food service delivery environment
 | Essential | A, I |
| Qualifications & Training | * NVQ Level 1 in Catering & Hospitality (Food & Drink Service)
* Food Hygiene Certificate: Basic level
 | DesirableEssential | AA |
| Knowledge, Key Skills and Proven Abilities | * Knowledge of food presentation
* Accuracy and attention to detail
 | EssentialEssential | IA, I, T |
| Personal attributes and Behaviours | * Friendly with ability to work in harmony with colleagues
* Flexible in attitude
* Positive approach to work
* Clean, tidy, and presentable in appearance
* Discretion and a level of confidentiality is required when dealing with commercial clients/guests
 | EssentialEssentialEssentialEssentialEssential | IIIII |