

# ***CATERING ASSISTANT***

## ***JOB DESCRIPTION***

**Grade:** Grade 3 - £12.60 per hour

**Duration:** 10 Months (Sept - Jun)

**Responsible to:** Venue Manager

**Responsible for:** None

**Functional Relationships:** Student Staff, Commercial Team, Students

# STRATEGY 2023-27

## OUR VISION

We are at the heart of student life, ensuring our students have an exceptional university experience.

## OUR MISSION

Together we strive to improve the university experience by:

- Inspiring students to build strong communities where they flourish individually and collectively.
- Empowering students to make positive changes on behalf of the student community.
- Supporting students through their academic journey.

## OUR GOALS

**Goal 1: A Better Students' Union-** We will be at the heart of student life, increasing student engagement in union activities, involving them more in decision-making, listening to their views, and broadening our appeal.

**Goal 2: An Excellent University-** We will curate a strong partnership with the university at all levels by becoming a reliable and credible source of insight, establishing ourselves as a vital stakeholder, especially when decisions are made affecting students. We are firm in our belief that by responding to student opinion, the University will make effective and experience-improving changes.

**Goal 3: Maximising Our Town-** We will connect students with the best Northampton has to offer, as well as working with local stakeholders to improve students' experience when living and/or studying in the town.

## OUR THEMES

**Theme A: Building strong student communities-** We are dedicated to the development of student communities on and off campus. We want to bring students together to improve their experience and sense of belonging to the union, university, and the town.

**Theme B: Empowering students to co-create an outstanding academic experience-** The SU empowers student reps and groups to provide a strong, coherent voice to the university and wider community, ensuring decision making is always informed by student opinion. Our core responsibility is to make sure student voice is valued and acted upon in all areas of the institution.

**Theme C: Ensure our students have the support they need to help them succeed at university-** We will develop and improve SU services, and partner with UON and community support services to give students the wraparound support they need to flourish in Higher Education.

# JOB DESCRIPTION

## *Principal Duties and Responsibilities of post-holder*

1. Assist in the preparing and assembling food items according to the café's menu. Maintaining a clean and sanitary workplace and using proper food handling tools.
2. Follow food safety & hygiene standards during the preparation, storage, and handling of food.
3. Provide excellent service to customers, including taking orders offering menu recommendations, and ensuring customer satisfaction.
4. Assist in setting up catering events, including arranging food displays, ensuring proper portion sizes, and ensuring the presentation is appealing. Ensure all arrangements comply with food hygiene best practices and relevant regulations.
5. Transport cooked food safely to various premises around campus, ensuring it is stored and delivered in compliance with the food safety regulations, including maintaining appropriate temperatures and preventing contamination during transit.
6. Monitor food and beverage inventory levels and help replenish stock as needed. Ensure all food and ingredients are stored properly and in accordance with food and regulations.
7. Carry out food temperature control monitoring, including checking, recording, and maintaining appropriate temperatures during storage, preparation, cooking, and transportation.
8. Maintain a clean and hygienic work environment, including cleaning kitchen equipment, tables, serving areas, and restocking supplies.
9. Work collaboratively with management team and student staff to ensure smooth operations during busy periods.
10. Assist with cash register duties, including taking payments and providing change as necessary.
11. Follow all food safety guidelines, sanitation procedures, and health safety regulations to ensure the safety and well-being of staff and customer.

## ***To contribute to the overall effectiveness of the Union***

1. Actively participate in meetings, personal development, and training events where there is a clear link to our strategy, your role or personal development.
2. Ensuring that statutory and legal obligations are met.
3. Ensure our financial sustainability by adhering to all financial procedures and processes of the Students' Union.
4. Promoting the Students' Union's various policies within your work, in particular Health & Safety, Equality & Diversity, Ethical, and Environmental.
5. Contributing to the positive image of the Students' Union with students, the University, and the local community.
6. Working across the Union to share skills, improve capability or capacity and in support of service delivery.
7. Be flexible in your approach to work, ensuring you can work at any site as required, and unsociable hours as required to enable us to fulfil our mission.
8. The job description may be altered at any time in the future in line with the level of the post to meet changing requirements, please be assured that this will only be done in full consultation with the post holder.
9. Such other duties and projects as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.

# PERSON SPECIFICATION

The person specification will be assessed initially by the application form, followed by Interview and if required, assessment.

Attributes	Criteria	Required	Desired	Assessment Methods: • Application Form • Interview • Assessed Exercise(s)
<b>Qualifications</b>		x		
<b>Skills, Knowledge, and Experience</b>	Previous experience in a catering, café, or hospitality environment is preferred but not required.		x	• Application Form • Interview • Assessed Exercise(s)
	Strong communication and customer service skills.	x		• Application Form • Interview
	Ability to work efficiently in a fast-paced environment.	x		• Application Form • Interview • Assessed Exercise(s)
	Good attention to details and organization skills.	x		• Application Form • Interview • Assessed Exercise(s)
	Basic knowledge of food safety standards and hygiene practices including allergens.	x		• Application Form • Interview • Assessed Exercise(s)
	Minimum Level 2 food & hygiene certificate.		x	• Application Form • Interview • Assessed Exercise(s)
	Positive attitude and willingness to learn new skills.	x		• Application Form • Interview
	Ensure high standards of kitchen hygiene and cleanliness.	x		• Application Form • Interview
	Transportation of cooked food to premises around campus.	x		• Application Form • Interview
	To carry out food temperature control monitoring.	x		• Application Form • Interview • Assessed Exercise(s)

# HYBRID WORKING

The Union is committed to supporting a flexible approach in the way we work, to meet staff's individual needs and the Union's organisational needs. Building on our Flexible Working policy, we recognise that the option to work remotely increases efficiency, engagement, and employee satisfaction.

Whilst hybrid working is an option, the Union will accommodate staff working from wherever they feel comfortable, including their homes or campus. The Union will not allow staff to work from outside of the UK, unless they are representing the Union at a work-related event. Managers will discuss individual needs, preferences, and circumstances with staff to find the best working arrangements that balance with the requirements of the role.

- **Frontline roles** (e.g., Uniexpress Retail assistant) will not be able to request for hybrid working due to the nature of their work.
- **Student Facing roles** (e.g., sports and societies) should be on campus at a ratio of 4:1 (80%) during term time. If the service allows, this could be flexed 3:2 (60%) during non-term time.
- **Office Based roles** (e.g., finance) should be on campus at a ratio of 3:2 (60%). If the service allows, this could be flexed 2:3 during non-term time (40%).

This particular role has been identified as: **Frontline role**.

## Office Use

Name of role	Area of Work	Version	Approval Committee	Approval Date	Revision Date
<b>Catering Assistant</b>	<b>Engine Shed</b>	1	HR (Ops)	<b>09/10/23</b>	<b>09/10/27</b>