

Manual Staff

Job description

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|-------------------------|----------------------------------|
| Post Title: | Subway Assistant |
| Grade: | B |
| Faculty/Service: | Facilities- Hospitality Services |
| Accountable to: | Hospitality Supervisor |
| Accountable for: | n/a |
| Post no: | R07021 |

Job purpose

To deliver a professional and efficient service to a wide range of customers. Good interpersonal skills, the ability to work as part of a team, flexibility and a willingness to learn are essential qualities. Attention to detail on the delivery of great food and beverages will be essential, as well as the ability to prepare food following food legislation and Health and Safety regulations and guidelines

Duties and responsibilities

- Assisting with the preparation of and the serving of food and beverages to customers, ensuring great customer service at all times
- Using the EPOS till implementing opening and closing procedures
- To operate all food service equipment and machinery under Health and Safety guidelines.
- Check stock levels and replenish when necessary
- Ensure good knowledge of products on sale
- Ensure the unit is presented to a high standard throughout the day and carry out a thorough cleaning at the end of the day
- Ensuring that the kitchen and service areas are clean and tidy, assisting with waste removal and washing up
- To receive, check and safely store kitchen deliveries
- Completing any administration as requested including recording food temperatures, wastage and cleaning schedules, and reporting issues as and when they arise
- Assisting in the effective management of stock and portion control
- To raise any issues or customer suggestions and complaints to the Line Manager
- To use and operate catering equipment efficiently and comply with all safety practices
- To maintain a high standard of hygiene in all areas and use best practices.
- To comply with university health and safety policy and procedures
- To assist with functions and conference work as and when required.
- To work within other Hospitality operations as directed.
- To undertake such other duties as required that are commensurate with the grade and the post.

Person specification

Qualifications/Professional membership

Essential

1. Proven experience in catering and/or customer service
2. Basic Hygiene qualification

Desirable

1. Customer Service qualification
2. Experience in using Epos till systems

Knowledge/Skills/Experience

Essential

1. Excellent customer service skills
2. Light food preparation skills
3. Good communication skills
4. Experience working in a high volume customer-focused environment
5. Experience in the use of tills and cash-handling duties
6. Experience in flexible working within a team environment

Desirable

1. Experience working in a busy catering outlet
2. Experience in providing food and beverages to diverse/multicultural customers
3. Knowledge of allergens, especially dietary requirements

Key Competencies (these are essential requirements for all roles at this grade level)

Essential

1. **Leadership and motivation**
Demonstrate integrity, respect for others, fairness, equality, and consistency with colleagues and customers.
2. **Planning and organising to achieve results**
Is able to prioritise own workload to achieve required goals to manage tasks efficiently and effectively.
3. **Commercial awareness**
Suggest improvements and ideas which could reduce costs whilst maintaining and improving efficiency.
4. **Delivering excellent service**
Demonstrate the ability to deliver excellent service to improve student experience. Actively seek to resolve customer problems and constantly improve customer service levels.

5. **Continuous improvement, innovation and change**
Demonstrate a positive can-do attitude with colleagues and customers. Respond positively and be supportive of change and its implementation
6. **Communicating and influencing**
Be a confident two-way communicator with the aim of fostering team work and establishing good working relationships.
7. **The ability to develop yourself and others**
A willingness to be trained and seek opportunities to enhance personal learning and development.
8. **Teamwork and collaboration**
Is able to work on own initiative and has sufficient resilience to cope with competing demands and tight timescales. When required to work collaboratively with team members and to contribute to the development and achievement of team goals.

Special conditions

Due to operational requirements some flexibility of working hours will be required in order to meet business needs, may be required to work evenings and weekends; advanced notice will be provided.

Health and Safety/Risks

This post has been identified with the following risks: (activities, hazards or exposures)

| Risk 1 | Risk 2 | Risk 3 | Risk 4 | Risk 5 |
|-----------------|---|--------------------------------------|-----------------------------------|-------------------|
| Manual Handling | Dermatological (skin) irritants/Sensitisers | Shift work (type, duration, pattern) | Work in cold Rooms (<4 degrees c) | Working at Height |