**DIRECTORATE OF COMMERCIAL SERVICES**

**JOB DESCRIPTION**

Ref: 5677

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>Catering Assistant</th>
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</thead>
<tbody>
<tr>
<td>DEPARTMENT:</td>
<td>Commercial Services</td>
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<tr>
<td>LOCATION:</td>
<td>University of York</td>
</tr>
<tr>
<td>Pay Zone:</td>
<td>A.1</td>
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<tr>
<td>REPORTS TO:</td>
<td>Front of House Manager / Hospitality Services Supervisor</td>
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**RESPONSIBLE FOR:**

**JOB PURPOSE:**

- The service of meals, snacks, beverages and alcoholic drinks with related clearing, cleaning and wash up duties.
- Operating food and bar service areas to high standards of health, hygiene, safety, customer care and customer satisfaction in accordance with agreed Service Levels and SOPs.

**KEY RESPONSIBILITIES:**

- Demonstration of professional, courteous, prompt, efficient, competent service.
- Preparation of food display counters and replenishing as necessary.
- Laying up tables.
- Service of food and beverages (including alcoholic beverages) to customers ensuring compliance with statutory legislation and University Standards.
- Cash handling and use of EPOS cash registers; ensuring University regulations regarding these procedures are observed.
- Clearing and wiping down tables and food service areas ensuring these areas are clean and tidy at all times.
- Glass and dish washing.
- Cleaning surfaces and floor service areas.
- Cleaning of equipment.
- Maintaining general cleanliness of customer seating areas.
- Dismantling equipment for special cleaning.
- Service to private functions and conferences, which may require a change in the style of service.
- Other duties appropriate to the character of the post or which may arise from a change in operation procedures.
- Post holder is provided with general instructions of tasks that they are expected to perform without close supervision. Assistance/guidance will be given if problems arise, but use of initiative to make minor decisions is needed.
OTHER REQUIREMENTS FOR THE POST HOLDER:
- Must have a flexible approach to the hours and days of work especially during conference or vacation periods.
- To attend various training courses as initiated by the Directorate.

LIAISES WITH:
- Customers, i.e. students and staff of the University, visitors and conference delegates.
- Staff members of the Directorate.
- Other departmental staff.

Person Specification:

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<thead>
<tr>
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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td>QUALIFICATIONS</td>
<td></td>
<td>Basic Food Hygiene Certificate</td>
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<tr>
<td>KNOWLEDGE</td>
<td>A understanding of the catering industry</td>
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<tr>
<td>SKILLS/ABILITIES/ COMPETENCIES</td>
<td>Effective communication skills with the ability to interact with staff and customers. Demonstrable level of numeracy and literacy skills. Ability to work on own initiative without close supervision. Ability to use hot plates, beverage machines, dishwasher, general cleaning equipment and cash registers.</td>
<td>Demonstrable food and beverage presentation skills</td>
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<td>EXPERIENCE</td>
<td></td>
<td>Experience within a similar role or customer oriented role.</td>
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<tr>
<td>PERSONAL ATTRIBUTES</td>
<td>Ability to work as part of a team, be supportive of and responsive to the needs of the team.</td>
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Salary & Terms

York Conferences Ltd. (YCL) is a wholly-owned subsidiary of the University of York. The Head Office is situated at the University of York, Heslington, York, YO10 5DD and the Directors of YCL are appointed by the Council of the University of York. The successful candidate will be appointed on YCL terms and conditions of employment.

Post 1 – 37 hours per week Monday to Friday

Post 2 – 15 hours per week Monday to Friday

Both vacancies will be working term time only (30 weeks per year). However, there may be the opportunity of working outside of term time depending on business demand.

The hourly rate of pay for both vacancies is £7.50.
The annual holiday entitlement is 38 days, including 8 statutory public holidays and closure days. If the post is part-time the holiday entitlement will be reduced pro rata.

YCL run an employee reward scheme with discounts and savings available from local businesses.

Making your application

The closing date for receipt of applications is midnight on 7 May 2017.

When you are ready to start your application, click on the ‘Apply now’ button and you will be guided through the stages of the application form.

It is anticipated that interviews for the post will be held on as soon as possible and certainly no later than two months after the closing date for applications. Applicants who are shortlisted for interview will be sent details of time and venue as soon as possible after the closing date.