Hospitality Driver/Service Assistant

CATERING AND HOSPITALITY

Closing date: 7 May 2018
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

Catering and Hospitality

Catering and Hospitality is a large department with staff working in fourteen sites across two campuses. Our sites vary in size and function from Coffee Shops to large scale restaurants and dining halls which specialise in high volumes of both student and conference business.

We employ a large team of people located across our sites including chefs, supervisors, kitchen porters to front line service staff and Costa trained baristas.

We aim to deliver quality in everything we do from service standards to food quality within a very diverse operating environment. Being a University our priority customers are our students. We contribute towards the student experience with fresh ideas and creative food innovations, striving to exceed customer expectations within the very competitive higher education market.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded iIP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Main purpose of this role:

This is a ‘front line’ service position. The post holder is responsible for delivering hospitality catering to numerous locations around the university campus and elsewhere; ensuring a high standard of customer care and assisting with the service of functions such as fine dining dinners and buffets.

Key responsibilities and duties:

- Deliver hospitality catering in accordance with the daily delivery schedule and any additional instructions given by either the Hospitality Supervisor or Hospitality Co-ordinator.
- Prepare items such as crockery, cutlery etc. in accordance with the standard opening procedures.
- Load the delivery van in accordance with standard operating procedures and health and safety instructions.
- Prepare buffet tables, drinks service tables etc. and set out food and beverages in accordance with standard operating procedures.
- Collect all dirty items, equipment and rubbish once each event is complete.
- Wash-up crockery and cutlery.
- Regularly wash the delivery vehicle (inside and out), check tyres, water and keep vehicle filled with fuel.
- Assist the Commercial Services department with the collection, transport and delivery of Commercial Services equipment.
- Liaise with the Hospitality Co-ordinator regarding any customer comments.
- Ensure all deliveries are made within the time-schedules allowed or advise the Hospitality Co-ordinator if delivery difficulties are being encountered.
- Assist with the service of food and liquor at events ranging from buffets to fine dining dinners.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.

Working conditions:

- Due to the nature of the post, the post holder will be on their feet for a good proportion of the shift.
- The post involves large amount of manual handling, often negotiating steep paths and stairs carrying heavy items such as food trays, kitchen equipment.
- The post holder will have personal protective clothing provided and will be expected to wear this whilst on duty and in compliance with standard operating procedures.
- Other requirements of the post holder:
  - In response to business needs, to be reasonably flexible with working hours and duties, particularly (but not exclusively) during conference or vacation times.
  - To attend training and development courses and sessions as requested by the line manager/initiated by the directorate.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td></td>
</tr>
<tr>
<td>• A clean driving licence</td>
<td>• Foundation Food Hygiene Certificate</td>
</tr>
<tr>
<td>• Foundation Food Hygiene Certificate</td>
<td>• Manual Handling Certificate</td>
</tr>
<tr>
<td>• Manual Handling Certificate</td>
<td></td>
</tr>
<tr>
<td><strong>KNOWLEDGE</strong></td>
<td></td>
</tr>
<tr>
<td>• Knowledge of food hygiene</td>
<td></td>
</tr>
<tr>
<td>• Knowledge of safe systems of working, including manual handling</td>
<td></td>
</tr>
<tr>
<td><strong>SKILLS / ABILITIES/COMPETENCIES</strong></td>
<td></td>
</tr>
<tr>
<td>• Good customer care skills</td>
<td></td>
</tr>
<tr>
<td>• Ability to use initiative</td>
<td></td>
</tr>
<tr>
<td>• Ability to deliver to timescales</td>
<td></td>
</tr>
<tr>
<td>• Ability to plan routes and prioritise deliveries and collections</td>
<td></td>
</tr>
<tr>
<td>• Complete daily vehicle inspection log</td>
<td></td>
</tr>
<tr>
<td><strong>EXPERIENCE</strong></td>
<td></td>
</tr>
<tr>
<td>• Experience of van driving</td>
<td></td>
</tr>
<tr>
<td>• Experience of basic vehicle upkeep</td>
<td></td>
</tr>
<tr>
<td>• Experience within a similar role</td>
<td></td>
</tr>
<tr>
<td><strong>PERSONAL ATTRIBUTES</strong></td>
<td></td>
</tr>
<tr>
<td>• Ability to work as part of a team</td>
<td></td>
</tr>
<tr>
<td>• Clean and presentable</td>
<td></td>
</tr>
<tr>
<td>• Able to provide the service in a discreet manner, displaying the highest standard of social skills at all times</td>
<td></td>
</tr>
</tbody>
</table>
How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6616
- Complete the online application form

You will need to submit your application by midnight (GMT) 7 May 2018

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and / or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424