Cucina Booking Administrator

Closing date: 10 December 2019

Anticipated interview date: 16 December 2019

Anticipated start date: 2 January 2020
Directors Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and 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

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

Catering and Hospitality

Catering and Hospitality is a large department with staff working in various sites across two campuses. Our sites vary in size and function from Cafes 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 and Starbucks 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.

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

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

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

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An 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, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 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 growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Main purpose of this role

The post holder will contribute to the success of Cucina Catering by generating, supporting, administering and coordinating a range of catered bookings including fine dining dinners and buffets in order to maximise income.

Key responsibilities and duties

- To act as the first point of customer contact: dealing with preliminary electronic and telephone booking requirements.
- To provide a welcoming professional service, answering and dealing with all enquiries, providing relevant information via either email, phone or face to face, having high regards for customer service at all times.
- To demonstrate a clear knowledge of all booking activity, order schedules, prices, offers and other relevant information and be able to competently pass this on to customers and team members.
- To identify and seize opportunities to upsell products.
- To process, edit bookings and inform customers of any changes that may be needed as well as sending out confirmations of bookings.
- To undertake financial transactions on a daily basis using booking software, spreadsheets and send transaction journals to Finance in due time and manners.
- To undertake administrative duties as determined by your line manager.
- To use initiatives in order to deal with simple requests and complaints.
- To act as an effective conduit and interface between the customer, production kitchens, drivers, team leaders and supervisors, conference centre and other catering outlets.
- To prepare the daily production and delivery schedules and other related paperwork.
- To go and meet customers that may need support with the online ordering system.
- To help the delivery team if needed.
- Any additional clerical/administrative duties that may be required.

The above list 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.

Other requirements of the post holder

- In response to business needs, to be reasonably flexible with working hours and duties.
- To attend training and development courses and sessions as requested by the line manager/initiated by the directorate.
# CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td><strong>DESIRABLE</strong></td>
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<tr>
<td>• Good level of general education to GCSE level (including Maths and English grade C or above) or equivalent</td>
<td>• Manual Handling Certificate</td>
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<td>• Foundation Food Hygiene Certificate</td>
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<td>• A clean driving licence</td>
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<td><strong>KNOWLEDGE</strong></td>
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<tr>
<td>• Knowledge of Food Hygiene</td>
<td>• Knowledge of University lay out</td>
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<td>• Knowledge of Manual Handling</td>
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<td>• Health and Safety Regulations</td>
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<td>• Basic knowledge of catering operations</td>
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<td><strong>SKILLS/ABILITIES/COMPETENCIES</strong></td>
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<td>• Excellent customer service skills</td>
<td>• Familiarity with delivered catering</td>
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<td>• Excellent written and oral communication skills</td>
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<td>• High level of accuracy in the preparation and delivery of work</td>
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<td>• Ability to work on own initiative as well as part of a team</td>
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<td>• Good telephone manner</td>
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<td>• Effective IT/compute literate: Competent with Microsoft Office including Word, Excel and basic spreadsheet data bases</td>
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<tr>
<td><strong>EXPERIENCE</strong></td>
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<td>• Experience of working within a customer and similar focused environment</td>
<td>• Working with online booking systems</td>
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<td>• Experience in sales (face to face or via telephone)</td>
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<td>• Clerical or administrative experience</td>
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<td>PERSONAL ATTRIBUTES</td>
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<td>• Effective interpersonal skills</td>
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<td>• Ability to work independently and as part of a team</td>
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<td>• Highly motivated with a “can do attitude”</td>
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<td>• Ability to show empathy with customers and their perceptions</td>
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<td>• An interest in catering</td>
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How to Apply

**Online**

- Go to [https://jobs.york.ac.uk/ycl](https://jobs.york.ac.uk/ycl)
- Find the vacancy using the reference 8237
- Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

**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 show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

YCL 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 18 and under will only be offered a maximum of 20 hours of work a week, and 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