Catering Assistant
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.

We wish you well with your application.

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

As a Catering Assistant you will provide a prompt, friendly and efficient service to our staff, students and visitors by serving meals and beverages as well as carrying out cleaning duties.

Key responsibilities and duties:

- Service of food and beverages (including alcoholic beverages) to customers ensuring compliance with statutory legislation and company standards.

- Deliver a professional, friendly, efficient and competent service at all times.

- Preparation of food display counters and replenish stock as necessary.

- Cash handling and use of EPOS cash registers; ensuring University regulations and procedures are adhered to.

- Set up and service at private functions and conferences, which may require a change in the style of service.

- Clear and wipe down tables and food service areas ensuring these areas are clean and tidy at all times.

- Clean surfaces and floor service areas.

- Clean equipment, including glass and dish washing.

- Maintain general cleanliness of customer seating areas

- Dismantle equipment for special cleaning.

- Ensure food safety and Health and Safety regulations are adhered to at all times.

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:

- The post holder will be on his/her feet for most of the shift, working in a hot environment.

- Manual handling of heavy equipment and stock.
# CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<tr>
<td></td>
<td>• Level 2 Food Safety Certificate</td>
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<td>• NVQ Level 2 in Hospitality and Catering</td>
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<td><strong>KNOWLEDGE</strong></td>
<td>• Interest in the hospitality sector</td>
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<td>• Previous experience in a similar role</td>
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<td>• Excellent customer service skills</td>
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<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
<td>• Effective communication skills with the ability to interact with staff and customers.</td>
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<td>• Demonstrable level of numeracy and literacy skills.</td>
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<td>• Ability to use hot plates, beverage machines, dishwasher, general cleaning equipment and cash registers.</td>
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<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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<td>• Barista trained</td>
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<td>• Ability to work on own initiative without close supervision.</td>
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<td>• Experience in setting up and serving buffets and formal dinners</td>
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<td><strong>EXPERIENCE</strong></td>
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<td>• Experience within a similar role or customer orientated role within any sector.</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• Must have a flexible approach to the hours and days of work especially during conference and vacation periods (additional hours are optional for term-time only posts).</td>
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How to Apply

Online

• Go to https://jobs.york.ac.uk/ycl
• Find the vacancy using the reference
• 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