**Why work for YCL?**

**Job title:** Catering Assistant

**Salary:** £20,411.90 per annum

**Grade:** YCL A2

**Hours of work:** 37 per week (Full time)

**Contract type:** Permanent

**Reporting to:** Catering Manager

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Catering and Hospitality is a large department with staff working in various sites across two campuses. Our outlets 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 aim to deliver quality in everything we do from service standards to food quality within a very diverse operating environment. 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.

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**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.

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**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.
Job title: Catering Assistant

Key responsibilities and duties continued

● 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.

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.

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.
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<tr>
<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Qualifications</td>
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| Knowledge            | ● Interest in the hospitality sector | ● Previous experience in a similar role
|                      |           | ● Excellent customer service skills |
| Skills/abilities/competencies | ● Effective communication skills with the ability to interact with staff and customers. |
|                      | ● Demonstrable level of numeracy and literacy skills. |
|                      | ● Ability to use hot plates, beverage machines, dishwasher, general cleaning equipment and cash registers. |
|                      | ● Ability to work as part of a team, be supportive of and responsive to the needs of the team. | ● Barista trained
|                      |           | ● Ability to work on own initiative without close supervision. |
|                      |           | ● Experience in setting up and serving buffets and formal dinners |

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<td><strong>Experience</strong></td>
<td>● Experience within a similar role or customer orientated role within any sector.</td>
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<tr>
<td><strong>Personal Attributes</strong></td>
<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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