

Job Profile

Job Description

Job Details		
Job Title:	Catering Assistant	
School/Dept/Institute & Centre:	Catering & Hospitality	
Reports to:	Team Leader	
Grade:	OPE 1	Hours: Variable
Appointment period:	Indefinite	
Current Location:	All QMUL Campuses	

Job Context

Catering and Hospitality QM is part of the Estates and Facilities Directorate and is responsible for providing catering and hospitality services to a number of outlets including three cafes, two restaurants as well as a large portfolio of hospitality and corporate event spaces. Food production operates from one central kitchen with an additional two satellite kitchens at Mile End, for service delivery across three campus sites.

Job Purpose

As a member of the catering team, contribute to the provision of a quality service to meet standards in line with agreed procedures and provide a warm reception to visitors, so that the reputation of Queen Mary University of London catering function is maintained and enhanced.

Main Duties & Responsibilities

Observe good personal hygiene at all times, as detailed within our Food Hygiene Policy, and be of well-groomed appearance at all times.

To adhere to College procedures in regards to HACCP, temperature checks, food labelling and dating, cleaning schedules and hygiene regulations at all times and ensure that all records of such are updated and secure.

Undertake all tasks as trained and directed so that high standards of Food Hygiene and Health and Safety are met.

To wear the full and correct uniform and PPE at all times whether in the front or back of house areas.

Provide high standards of customer care, so that the reputation of the catering department is enhanced and sales targets achieved.

To ensure that front-of-house areas are kept clean and tidy at all times, clearing and cleaning tables, removing rubbish, cleaning food displays and counters, emptying rubbish bins, identifying and reporting all faults and defects to fixtures, fittings and equipment immediately.

To welcome customers to the catering outlets and hospitality events, greeting them with a smile, proactively assisting them, identifying problems and rectifying them or escalating them as appropriate.

To assist with keeping store areas, cupboards and associated equipment in a clean and tidy condition, paying particular attention to hygiene and expiry dates whilst checking these areas for cleanliness on a daily basis.

To handle cash and work on tills as required, ensuring full compliance with College and service procedures and regulations.

To assist kitchen team members with food production duties or any other assistance that may be required to maintain the service levels.

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To undertake any other appropriate duties which may be reasonably required of the post, and to adopt a flexible attitude in moving between different work areas and occasionally working on different sites.

Ensure all aspects of security, fire and emergency are carried out, so that established good practices are adhered to.

All staff are expected to observe all health and safety at work regulations as set out by Queen Mary University of London in accordance with its statutory obligations.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonable requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	Assessment
Qualifications	Food Hygiene Certificate Level 1	E	A,C
	NVQ level 1 in Customer Service or similar	D	A,C
	Full Clean UK Driving License	E	A,I
Knowledge, Skills and Experience	Experience working in a customer-driven environment	E	A,I
	Experience working in commercial catering or hospitality operation	E	A,I
	Experience serving and supporting customers	E	A,I
	Experience handling cash and Epos Systems	D	A,I
	Able to work unsupervised for short periods of time	E	A,I
	Able to use own initiative in the catering environment	E	A,I
	Able to identify and escalate problems	E	A,I
	Excellent interpersonal and communication skills	E	A,I
	Good command of written and spoken English	E	A,I
	Good team player, diplomatic and respectful	E	A,I
	Basic PC skills including email	D	I
	Knowledge of basic health & safety, COSHH and HACCP procedures	D	A,OM
	Knowledge of kitchen operation and procedures involved	D	A,I,OM

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

C = Certificate

I = Interview

OM = Other Means (e.g. presentation, test, etc)