

Catering Assistant

Contract:	Fixed term
Hours of work:	Up to 20 hours per week
Salary:	From £8.60 plus holiday pay (or national living wage for 21 and over)
Location:	Kedleston Road, Derby

The Union of Students is seeking to recruit new Catering Assistants for the start of the academic year.

We are looking to hire experienced individuals who are enthusiastic, passionate and customer focused, with a desire to learn and work in a fast-paced, fun and ever-changing environment.

Ideally, candidates will have experience working in a catering situation. However, the Union will fully train successful applicants.

In return, the Union can offer you flexible working hours to fit around your study, holiday pay and the opportunity to make new friends.

****We reserve the right to close this advertisement early if we receive a high volume of suitable applications****

Applicants chosen to progress to the interview stages will be contacted via email to arrange an interview on the 2nd or 3rd of September. Full training will be given to all successful applicants following interviews, this will be held on the 10th and 11th of September.

The Union of Students' is an equal opportunities employer and can objectively justify why certain roles are designated for students. We have a commitment to provide casual employment to students where roles are identified that suit such a cohort.

We are an equal opportunities employer; and encourage and value diversity for our employees. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement or once in post. We will consider flexible working arrangements and champion equal opportunities, equality and dignity in the workplace.

JOB DESCRIPTION

Job Title	Catering Assistant
Reporting to	Outlets Management
Place of Work	Union of Students, Commercial Outlets
Hours of Work	Flexible hours up to 20 hours per week, including working at evening & weekend events and, to cover annual leave / sickness.

Purpose of Role

The main purpose of the role is to work as a part of the catering team to ensure that the Union's catering outlets run smoothly and to a high standard. To provide high quality food and memorable customer service to all customers. To maintain cleanliness and to complete all necessary checks and paperwork. To promote a positive and professional image of the Union to its members, customers, stakeholders and other external people and to positively contribute to the organisations ethical & environmental ethos.

RESPONSIBILITIES:

Key Tasks

- To open and close the catering outlets in line with environmental health legislation.
- Taking orders and payments.
- Preparing and serving high quality food and drinks.
- To ensure that the outlet is cleaned effectively, and relevant paperwork is completed.
- To serve high quality food in a timely manner and deliver the high standards of customer service and care in accordance with the Union's Customer Service Policies.
- To be polite to customers and always present a positive image of the Union.
- To work safely around all kitchen equipment.
- To ensure that the staff dress code is adhered to.
- To carry out stock rotation duties and pest checks as required and complete relevant paperwork.
- To ensure all hours worked are recorded accurately on the correct timesheet.
- To work in a team being adaptable and flexible, working with colleagues to produce the standards required and to cover other team members as necessary.
- To work co-operatively with other Union staff and officers, as well as relevant external organisations.
- To adhere to the highest standards, especially of customer service and safety.

- To seek to continually develop and improve Union facilities and services.
- To perform any other additional reasonable duties as deemed appropriate.
- Attend team meetings.
- To work and assist in the preparation for any key events and private bookings.
- To attend and complete all annual outlet training such as the Health & Safety and Food Hygiene course which allow you to carry out the role of Catering Assistant.

Cash Handling

- To conduct end of day cashing up and cash uplifts during shift, ensuring the correct floats and limits are maintained.
- To ensure that any monies taken from the customers are correctly accounted for and any change given is of the correct amount.
- To ensure that all policies and procedures are adhered to without compromise.

General Notes

The above responsibilities are detailed for guidance only. The Union is a dynamic organisation, responsive to the needs of our members. Other tasks will need to be undertaken in order to discharge the responsibilities of the post. Any permanent changes will be incorporated into the job description by agreement.

Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job. Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff information guide.

A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Fresher's, Elections and any other key events if necessary. Staff are expected to portray a positive image both internally and externally of the Union by displaying standards of service integrity, punctuality, politeness, and professionalism.

This list is not exhaustive and is a general indication - the role holder will be expected to complete any reasonable task requested of them.

CRITERIA	Requirement	Application	Interview Day
REQUIREMENTS:			
Studying at Derby University	Essential	✓	
Be available for an immediate start following a successful interview	Essential	✓	✓
Be available to work all hours form early mornings to late nights	Essential	✓	✓
EXPERIENCE:			✓
Of working in a catering team	Desirable	✓	✓
Of giving excellent levels of customer service	Desirable	✓	✓
Of working effectively in a team and using own initiative	Desirable	✓	✓
ATTRIBUTES/SKILLS:			✓
Excellent interpersonal and communication skills at all levels over complex issues (written and oral)	Essential	✓	✓
Able to create and maintain good working relationships with our members, staff and promoters	Essential	✓	✓
Ability to work in a fast paced environment	Essential	✓	✓
Able to overcome problems in a constructive manner	Essential	✓	✓
Excellent timekeeping	Essential	✓	✓
Presentable at all times	Essential	✓	✓
Knowledge of food hygiene	Desirable	✓	✓
VALUES AND ETHICS			
Desire to work within a democratic and student led environment	Essential	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
Desire to work within an organisation which serves a culturally diverse membership	Essential	✓	✓
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		✓

