

## Job Description

Job Title	General Assistant
Department	Hospitality and Events
HR Ref No.	RA0398-25
Role Code	
Grade	OS2
Base location	Chester
Reports to	Head of Hospitality and Events
Direct reports	n/a
Date created	April 2026

### Job purpose

To work within the kitchen to support the food preparation team and ensure high standards of food service for students, staff, and visitors.

The post holder will work closely with the Catering Operations Manager and Food Production Co-ordinators, carrying out daily cleaning, washing up, assisting chefs when required, and occasionally driving the departmental vehicle to deliver cash, sundries, and hospitality items.

This is a hands-on, team-based role in a busy kitchen environment.

### Key duties and responsibilities

- Work with the food preparation team to maintain high standards of food service.
  - Wash up, clean, and keep kitchen areas hygienic and organised.
  - Safely operate kitchen equipment following health & safety procedures.
  - Drive the departmental vehicle to deliver cash, supplies, and hospitality as required.
  - Report daily to the Catering Operations Manager to plan and review tasks.
  - Communicate effectively with Food Production Co-ordinators, Chefs, and colleagues.
  - Use initiative to solve basic day-to-day problems and maintain customer satisfaction.
  - Ensure all working practices meet hygiene, safety, and quality standards.
- In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

### General duties

- To uphold and comply with all University's policies and procedures, including those relating to:
  - Equality, diversity and inclusion
  - Health and safety
  - Data protection and IT security
  - Safeguarding
  - Sustainability

- To support the creation of a culture that is highly performance focused and built on a foundation of fairness, diversity, belonging and inclusivity.

### **Work Environment & Physical Demands**

- Kitchen environment: The role is based in a busy, hot kitchen with potential exposure to steam, hot surfaces, and sharp objects.
- Physical activity: The post holder will spend most of the shift standing and moving around and may need to lift and carry light to moderate loads.
- Hazards: Care must be taken when working with knives, hot liquids, combustible fuels, and cleaning chemicals.
- Protective measures: Uniforms and protective equipment will be provided and must be worn as instructed.
- Safety: All duties must be carried out in line with health & safety procedures to ensure a safe working environment for staff and customers.

## Person Specification

Job Title	General Assistant	Role Code	
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The person specification details the qualifications, skills, experience or other attributes needed to perform the job.

**Essential criteria** are those, without which, a candidate would not be able to do the job. Applicants who do not clearly demonstrate in their application that they possess the essential criteria will normally be rejected at the shortlisting stage.

**Desirable criteria** are those that would be useful for the candidate to possess and will be considered when more than one applicant meets the essential requirements.

### Methods of assessment:

**A** = Application Form, **I** = Interview/Assessment Tests, **P** = Pre-Employment Checks

Selection Criteria	Essential (E) or Desirable (D)	Assessed via
<b>QUALIFICATIONS</b>		
NVQ Level 1 qualification or equivalent	E	A/P
Current UK driving licence	E	A/P
Basic Food Hygiene Certificate	D	A/P
<b>KNOWLEDGE AND EXPERIENCE</b>		
Experience in a food preparation environment	E	A/I
Customer service experience	D	A/I
<b>SKILLS AND PERSONAL ATTRIBUTES</b>		
Ability to work effectively as part of a team	E	A/I
Ability to prioritise and use resources effectively	E	A/I
Ability to act upon feedback	E	I
Ability to understand the needs of others	E	I
Ability to listen and understand directions	E	I
Good oral communication skills	E	I

**UNIVERSITY OF CHESTER  
TERMS & CONDITIONS OF EMPLOYMENT**

**HOSPITALITY AND EVENTS  
GENERAL ASSISTANT**

**SALARY SCALE**

University Scale OS2, point 11, £24,215 per annum payable monthly in arrears.

**HOURS OF WORK**

30 hours per week, 5 days over 7 on a rota basis.

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

**HOLIDAY ENTITLEMENT**

In addition to statutory Bank/Public Holidays and Christmas Closure days, staff are entitled to 22 days annual leave per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 27 days after five years' continuous service.

**MEDICAL EXAMINATION**

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

**ESSENTIAL CERTIFICATES**

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by Human Resources.

**PENSION SCHEME**

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by AVIVA.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

**EQUAL OPPORTUNITIES**

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

**SMOKING POLICY**

The University operates a No-Smoking policy.

**PROBATIONARY PERIOD**

A nine months' probationary period applies to all University posts.