

## Job Description

|                |                       |
|----------------|-----------------------|
| Job Title      | Catering Assistant    |
| Department     | Hospitality & Events  |
| HR Ref No.     | RA2980-26             |
| Role Code      |                       |
| Grade          | OS2                   |
| Base location  | Chester – all sites   |
| Reports to     | Catering Co-ordinator |
| Direct reports | Paula Martindale      |
| Date created   | July 2026             |

### Job purpose

To assist in the day to day running of the daily food service for staff, students and conference delegates, and when required, in the provision of a high class service for special functions at the University of Chester, at any of the Chester sites.

The Catering Services Department primarily provides breakfasts, lunches and evening meals for students on a 7 day week basis. The service is extended to staff and visitors, and includes provision for conference delegates, which increases during student vacation periods, and for special functions.

### Key duties and responsibilities

- To prepare and make speciality hot and cold coffees to brand standard.
  - To serve hot and cold meals as required.
  - To prepare a selection of hot and cold foods including heating paninis, jacket potatoes and pastry goods.
  - To operate a cashless system taking card payments.
  - To set up, serve and clean down in the serveries.
  - To clear tables, wash up and put away items/equipment from the dining areas/serveries and kitchen.
  - To prepare and serve tea/coffee trays and working lunches to the senior management and committee/staff meetings as required.
  - To assist with special functions, parties, etc. as may be required from time to time. These functions will need waiting on skills.
  - To maintain cleaning and hygiene standards as laid down in various areas, using materials and equipment provided.
  - To maintain departmental cleaning and hygiene standards at all times, and ensure that correct cleaning materials and methods are used.
  - To take temperature readings from the fridge/freezer twice daily.
  - To be familiar with and conform to the University Health & Safety Policy at all times.
  - To carry out non-routine duties as directed by the Catering management.
  - To report all maintenance faults to management.
- 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.

## Person Specification

|           |                    |           |  |
|-----------|--------------------|-----------|--|
| Job Title | Catering Assistant | Role Code |  |
|-----------|--------------------|-----------|--|

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 (eg GCSE, CSE etc)             | E                              | A            |
| NVQ Level 2 in appropriate subject                                     | D                              | A            |
| Basic Food Hygiene Certificate                                         | D                              | A            |
| <b>KNOWLEDGE AND EXPERIENCE</b>                                        |                                |              |
| Experience of working in a catering or similar environment             | E                              | A/I          |
| Experience of waiting on                                               | D                              | A/I          |
| Experience of Barista                                                  | D                              | A/I          |
| <b>SKILLS AND PERSONAL ATTRIBUTES</b>                                  |                                |              |
| Effective communication skills                                         | E                              | A/I          |
| The ability to prioritise and use resources effectively                | E                              | I            |
| The ability to work effectively with others as a competent team member | E                              | A/I          |
| Customer Service experience                                            | E                              | A/I          |

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

### **SALARY SCALE**

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

### **HOURS OF WORK – 30 HOURS PER WEEK**

Hours to be worked as agreed with your line manager on a rota basis (5 days over 7).

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.

### **DEDUCTIONS**

A deduction of 5p per hour will be deducted for food and beverages whilst on duty.

### **RETAINER**

During vacation periods you may not be required to work. If this is the case you will be paid 50% of your rate on the condition that you are available for work. If we need to contact you and you were unavailable you would not be paid the 50%.

### **UNIFORM**

A uniform will be provided, which must be kept in a clean and presentable condition and always worn whilst on duty.

### **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 HRM Services.

### **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 Friends Life.
- 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.