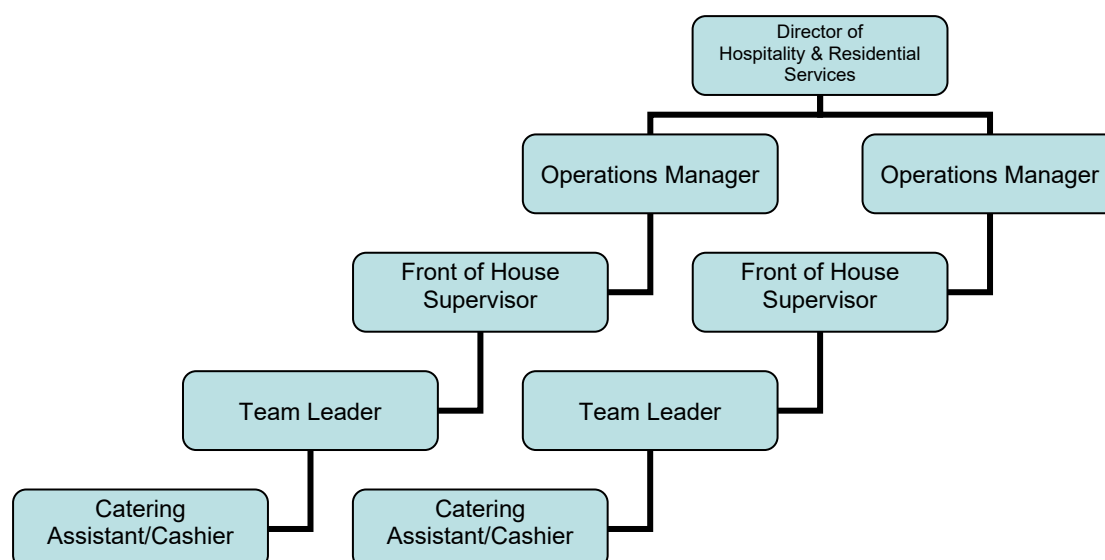


JOB DESCRIPTION

- 1. JOB TITLE:** Cashier/Catering Assistant
- 2: HR REFERENCE NUMBER:** RA006655a
- 3. ROLE CODE:** FINCCAC
- 4. DEPARTMENT:** Hospitality & Residential Services
- 5. ORGANISATION CHART:**



6. 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 the Chester Campus.

7. BACKGROUND INFORMATION:

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 includes a choice of menus set by the Director of Hospitality & Residential Services. The service also includes provision for conference delegates, which increases during student vacation periods, and for special functions.

8. WORK PERFORMED AND/OR KEY RESULT AREAS:

- 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 maintain cleaning and hygiene standards as laid down, using materials and equipment provided.
- To prepare basic foods.
- To maintain departmental cleaning and hygiene standards at all times, and ensure that correct cleaning materials and methods are used.
- To serve hot and cold meals as required.
- 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 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 operate a cash register and be responsible, for cash transactions through the till.
- To report all maintenance faults to management.
- Any other duties as may be reasonably requested by management

8.1 Communicating Effectively

- Responsible for answering routine enquiries on a daily basis related to the work of the Catering Services Department.
- Following simple written instructions.

8.2 Leadership and Working Collaboratively

- To be an effective member of the Catering Services team.
- No line management or supervisory responsibility.

8.3 Liaison and Networking

- Is not a requirement for the role.

8.4 Delivering a High Quality Standard of Service

- To provide a high level of customer service to all customers, including students, staff & visitors to the Catering Services Department.

8.5 Effective Decision Making

- The role holder is required to provide advice or input to contribute to the decision making of others which have a marginal impact ie to advise customers on what food is available, to ask other members of the team to assist them with their tasks if necessary – to have an input in the weekly team briefing.

8.6 Planning and Organising Self and Others

- To carry out the required duties as determined by the line manager, with some flexibility to respond to the changing priorities of the role.

- A flexible approach to working hours will be needed.

8.7 Innovation and Improvement (Effective Problem Solving)

- To resolve standard problems that arise, with reference to the line manager.

8.8 Analysis and Research

- Is not a requirement for the role

8.9 Sensory and Physical Demands

- A lot of standing and walking

8.10 Work Environment

- Standard for dining room and kitchen conditions

8.11 Pastoral Care and Welfare

- Expected to show basic sensitivity to colleagues and customers.

8.12 Team Development

- The role holder is occasionally required to advise or guide new starters working in the same role or unit on standard information or procedures

8.13 Teaching and Learning Support

- This is not a requirement of the role

8.14 Knowledge and Experience

- The role holder is required to be aware of basic principles and practices, have an understanding of the systems and procedures which directly impact on their own work and be supervised or work closely with colleagues she/he can turn to for support.
- See person specification, below, for more details.

8.15 General

8.15.1 To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.

8.15.2 To take responsibility for upholding and complying with the University's Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.

8.15.3 To comply with all University Health and Safety policies.

PERSON SPECIFICATION		
Job Title: Cashier/Catering Assistant	Department: Hospitality & Residential Services	
Criteria	Essential / Desirable	Method of identification
Qualifications: NVQ Level 1 qualification or equivalent (eg GCSE, CSE etc)	Essential	Application/Certificate
NVQ Level 2 in appropriate subject	Desirable	Application/Certificate
Basic Food Hygiene Certificate	Desirable	Application/Certificate
Proven Experience: Experience of working in a catering or similar environment	Essential	Application/Interview
Experience of waiting on	Desirable	Application/Interview
Delivering academic and service excellence: Effective communication skills	Essential	Application/Interview
Managing self and inspiring others: The ability to prioritise and use resources effectively	Essential	Application/Interview
Working together: The ability to work effectively with others as a competent team member	Essential	Application/Interview
Organisational and stakeholder awareness: Customer Service experience	Desirable	Application/Interview

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

Desirable Requirements are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Method of identification is where the selection panel will match the candidate's skills and abilities to the required criteria outlined (i.e. application form, interview, test)

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

**HOSPITALITY & RESIDENTIAL SERVICES
CASHIER/CATERING ASSISTANT
VARIOUS HOURS**

SALARY SCALE

University Scale OS2, points 3 - 6, £17,338 - £18,212 (pro-rata) per annum (£9.13 - £9.60 per hour) payable monthly in arrears.

HOURS OF WORK

Various hours available

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

250 hours (for full-time posts) per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 286.5 hours (for full-time posts) after five years' continuous service. Two extra statutory days per annum during the Christmas period.

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.

CLOSING DATE

Candidates should email hrms.enquiries@chester.ac.uk to request an application form, quoting RA006655a. Alternatively please telephone 01244 512047.

The closing date for applications is Friday 28th January 2022.