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**Job Description**

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| **Job title:** | General Porter |
| **Department/School:** | Accommodation and Hospitality Services |
| **Grade:** | Grade 2 |
| **Location:** | Claverton Down campus |

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| **Job purpose** |
| The GP under the guidance of the Head Chef will be responsible for delivering and receiving stock, assisting conferences set up, maintaining hygiene standards, operating dishwashers, daily cleaning of crockery, cutlery and kitchen work surfaces within all operational outlets and related areas. |

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| **Source and nature of management provided**  |
| Sous Chef/Head Chef |

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| **Staff management responsibility** |
| No one reporting to this post  |

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| **Special conditions**  |
| The outlets are open 7 days a week and post holders will be required to work on a 5 out of 7 rotating pattern covering early mornings, evenings and weekends in line with business requirements.  |

| **Main duties and responsibilities**  |
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| **1** | To receive and check goods against delivery notes and purchase orders ensuring correct quantity and quality delivered. Notify appropriate senior staff of any discrepancies. Basic computer work on goods received module is required, i.e. Micros, Agresso and Kinetics. |
| **2** | To carry out stock rotation under supervision and ensure all stock is stored correctly. Notify appropriate senior staff of any food items that are out of date or spoiled. |
| **3** | To assist with monthly stock take and other auditing procedures and inspections as required. |
| **4** | To deliver stock or equipment/consumables according to an agreed timetable or as required where the business needs dictate. This will involve the use of University vehicle/trolleys.  |
| **5** | To ensure that University and Statutory regulations regarding safety, hygiene and cleanliness are complied with in all tasks undertaken (including operating dishwashers, cleaning crockery, cutlery and kitchen utensils and all work surfaces). Safety clothing/shoes must be worn whilst working. Any safety equipment provided must also be used. |
| **6** | To ensure that the University’s standards of cleanliness is achieved and maintained by following the specified cleaning rota with all fixtures and fittings below 6ft and walls and floors as designated as well as WC’s when required. |
| **7** | To maintain the University’s standard of hygiene and cleanliness of all machinery, cutlery, crockery, glassware and utensils.  |
| **8** | To ensure the cleanliness of all store areas including the Bin Room and Van and that all rubbish is disposed of in accordance with current procedures.  |
| **9** | To assist at conferences/functions when requested. This will include manual handling tasks i.e. removal, repositioning, cleaning of furniture and re-erecting of furniture, setting up rooms, displaying signs and show initiative to anticipate problems arising with conferences/functions. Outside core working hours will be required in some situations.  |
| **10** | To assist with any other duties as requested in any of the Accommodation and Hospitality Departments outlets. |
| **11** | To report any customer complaints to your line manager and maintain polite and good communication with your colleagues and customers at all times. |
| **12** | To report anything in need of repair or replacement to the line manager.  |
| **13** | To ensure that as part of your duties you minimise energy consumption e.g. water and electricity and maximise the recycling opportunities for waste.  |
| **14** | To attend meetings and courses as may be necessary from time to time particularly on Health & Safety and manual handling courses. |
| **15** | Toilets, maintaining all sanitary areas during operational hours in the absence of the University Porters. |
| From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities. You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.  |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** | **Assessed by** |
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| A/F | I/T | R |

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| * GCSE
 |  | ✓ |

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| ✓ |  |  |

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| * Level 2 Award in Food Safety *– to hold or obtain within 6 month probation period*
 | ✓ |  |

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| * Highfield Health & Safety qualification
 | ✓ |  |  ✓ |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** | **Assessed by** |
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| A/F | I/T | R |

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| * Current Driving Licence
 |  | ✓ |  ✓ |
| * Experience of working within customer service sector
 |  | ✓ |

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| --- | --- | --- |
| ✓ | ✓ |  |

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| * Experience of using email and other finance/stock software such as Micros, Agresso or Kinetics
 |  | ✓ |

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| ✓ | ✓ |  |

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| * Knowledge of HACCP controls.
 | ✓ |  |

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| --- | --- | --- |
| ✓ | ✓ |  |

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| * Knowledge of CoSHH controls.
 | ✓ |  |

|  |  |  |
| --- | --- | --- |
| ✓ | ✓ |  |

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| * Stock control procedures (receiving, issuing of goods, stock take etc)
 |  | ✓ |

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| ✓ | ✓ |  |

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| * Ability to be flexible to working in different teams and outlets.
 |  | ✓ |

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| ✓ | ✓ |  |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** | **Assessed by** |
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| A/F | I/T | R |

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| * Numeracy skills, e.g. for checking invoice details, delivery notes and stock records
 | ✓ |  |

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| ✓ | ✓ |  |

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| * Strong interpersonal skills in a customer focused environment
 | ✓ |  |

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| ✓ | ✓ | ✓ |

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| * Verbal communication skills to communicate effectively with staff, customers and suppliers in an appropriate manner
 | ✓ |  |  |  ✓  | ✓ |
| * Writing skills, ability to communicate with colleagues and customer, e.g. via email or notices
 | ✓ |  |  | ✓ | ✓ |
| * Reading skills, able to understand and fulfil daily tasks such as reading delivery notes, Invoices, stock sheets and electronic communications
 | ✓ |  |  | ✓ | ✓ |
| * Good organisational skills, the ability to be flexible and use own initiative at work
 | ✓ |  | ✓ | ✓ | ✓ |
| * The ability to work as part of a team.
 | ✓ |  | ✓ | ✓ | ✓ |

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| cid:image004.jpg@01D16409.B7471FB0**Effective Behaviours Framework- Delivering the Experience****ahs** has identified a set of effective behaviours or ‘acts’ which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these ‘acts’ previously.  |
| **Striving for Excellence:**Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.    |
| **Providing Outstanding Service:**Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive ‘can-do’ attitude and tailoring the service to suit differing customer needs.    |
| **Problem Solving:**Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.    |
| **Being Adaptable & Flexible:**Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.  |
| **Doing the Right Thing:**Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs.**  |
| **Caring:**Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.  |
| **Teamwork**Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.  |
| **Developing self and others:**Showing commitment to own development. Seeking and accepting feedback.    |