

## Job Description

<b>Job title:</b>	<b>General Porter</b>
<b>Department/School:</b>	<b>ahs</b>
<b>Grade:</b>	<b>2</b>
<b>Location:</b>	<b>University of Bath</b>

### Job purpose

To work as part of a team maintaining hygiene standards in the outlet, assisting with room set ups, checking goods deliveries and distributing stock.

Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.

### Source and nature of management provided

This post reports to the Chef de Partie / Sous Chef or according to current structure, who maintains daily contact with the post holder for general guidance and planning

### Staff management responsibility

N/A

### Special conditions

None

### Main duties and responsibilities

#### Customer focus

1. Assist with the operational running of the outlet following operational procedures at all times.
2. To report any customer complaints to your line manager and maintain polite and good communication with your colleagues and customers at all times.
3. Assist with the implementation of any improvements to ensure that the highest levels of customer service are maintained 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 assist with outlet/room set up, this will include manual handling tasks i.e. removal, repositioning, cleaning of furniture displaying signs and decorations, showing initiative to anticipate problems arising with conferences/functions.

#### Finance

6. To receive and check goods against delivery notes and purchase orders ensuring correct quantity and quality delivered. Notify appropriate senior staff of any discrepancies.
7. Ensure all stock is stored correctly including chilled and frozen goods stored within 15 minutes of delivery and that all stock is rotated in storage areas using the First In, First Out (FIFO) method. Notify appropriate senior staff of any food items that are out of date, spoiled or are delivered outside of the safe temperature zone.
8. To assist with monthly stock take and other auditing procedures and inspections as required

#### Health & Safety / Environment

9. Follow all Food Safety, Health & Safety and Allergen legislation in all tasks undertaken, including operating dish/pot washers, cleaning crockery, cutlery and kitchen utensils, preparation and cooking equipment, all work, floor and wall surfaces (below 6ft) in the food rooms and storage areas. Assistance in other areas will be required according to the operational procedures of specific outlets
10. Use all equipment in a safe and correct manner; reporting any anomalies to line manager

**Main duties and responsibilities**

11. To ensure that all waste is segregated into recycling and general waste, disposed of in to the allocated Bin Store in accordance with current procedures. Maintain the cleanliness of Bin Store
12. To report any near misses, incidents and accidents, including: fire, theft, lost property, damage or unfit food, etc.
13. Ensure that as part of your duties you minimise energy consumption e.g. water and electricity and maximise the recycling opportunities for waste.
14. Toilets, maintaining all sanitary areas during operational hours in the absence of the University Porters.

**Communication**

15. Actively contribute to the communication culture following the staffing structure of the outlet (front and back of house)
16. Be aware of daily schedule for the outlet and information provided in the briefing sheets.

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.

### Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
<b>Qualifications</b> Maths GCSE (grade C or above) or equivalent Highfield Health & Safety Qualification– <i>to hold or obtain within 6 month probation period</i> Level 2 Award in Food Safety – <i>to hold or obtain within 6 month probationary period</i>	✓ ✓ ✓		✓ ✓ ✓		
<b>Experience/Knowledge</b> Experience of working as part of a team. Knowledge of the allergens legislation COSHH Written and spoken English must be good enough to able to communicate effectively with customers, understand and follow written and verbal instructions from line managers and interact effectively with work colleagues.	✓ ✓	✓ ✓	✓ ✓ ✓	✓ ✓ ✓	
<b>Attributes</b> Able to form effective working relationships with other team members. Able to carry out all reasonable instructions from line manager Able to work independently within parameters specified by line manager Have a flexible approach, able to cope under pressure and adapt to changing priorities. Possess a positive attitude to work related problems Good time keeping Presentable and personable	✓ ✓ ✓ ✓ ✓ ✓ ✓			✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓

Code: A/F – Application form, I/T – Interview/Test, R – References



every  
experience  
matters

## 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 interpersonal skills.

### **Developing self and others:**

Showing commitment to own development. Seeking and accepting feedback.