

Campus
Services



UNIVERSITY OF
BATH

Job Description

Job title:	Food and Beverage Assistant
Department/School:	Campus Services
Grade:	2
Location:	University of Bath

Job purpose

To work as part of a team to ensure that the customer experience is optimized whilst high standards are achieved in the provision of food and beverage services.

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 Hospitality Supervisor/Assistant Manager 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

Food Safety

1. Ensure the FSMS is followed; all daily due diligence records are completed accurately, and any corrective actions taken are recorded on your shift
2. Check all due diligence paperwork required is readily available, making manager aware of any missing forms immediately.
3. Report and, where possible, take all necessary action, statutory and otherwise, in the event of food safety incident or other irregularities and complete the necessary return and/or report
4. Ensure the required due diligence records are accurate and authentic on your shift

Customer focus

5. Assist with the operational running of the outlet following operational procedures at all times.
6. Provide a professional and courteous service at all times
7. Deal directly with customers' feedback, providing solutions when appropriate or escalating to manager
8. Assist with the implementation of any improvements to ensure that the highest levels of customer service are maintained as required
9. Ensure that every product served is delivered to the set required standard

Finance

Main duties and responsibilities

10. Follow established recipes and portion control
11. To operate tills in accordance with University guide lines (including completing accurate till transactions) reporting any mistakes or due refunds to line manager
12. To ensure that stock is correctly rotated and that all products are within the sell by date, removing and reporting any out of date products to your line manager

Marketing

13. Promote marketing campaigns to customers and upsell at every opportunity
14. Ensure that you are aware of current promotional activities and current prices in accordance with the unit's displayed tariff.

Health & Safety / Environment

15. Ensure that Food Hygiene, Food Safety, Allergen legislation and the HACCP control systems are followed in all aspects of food and drink related activities.
16. Use all equipment in a safe and correct manner; reporting any anomalies to line manager.
17. Achieve a high standard of personal hygiene and to maintain a clean and smart appearance at all times by wearing the appropriate uniform/protective clothing.
18. To report and, where possible, take all necessary action, statutory and otherwise, in the event of accident, fire, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or report.
19. Ensure that as part of your duties you minimise energy consumption e.g. water and electricity and maximise the recycling opportunities for waste.

Facilities

20. Assist with reporting of all general maintenance issues to your line manager.
21. Follow all procedures relating to energy/chemical use and waste and recycling
22. To assist with the cleaning of all areas of the outlet and keeping them tidy.

Communication

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

Equality and Diversity

25. Be aware of the food choices available for the various medical, religious or life style needs of our customers.

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
Qualifications					
Maths GCSE (grade C or above) or equivalent	✓		✓		
Highfield Health & Safety qualification - to hold or obtain within 6 month probation period	✓		✓		
Level 2 Award in Food Safety – to hold or obtain within 6 month probation period	✓		✓		
BII Certificate		✓	✓		
Experience/Knowledge					
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	✓		✓	✓	
Experience within a front facing customer service environment	✓		✓	✓	
Food Service		✓	✓	✓	
Licensing Laws		✓	✓	✓	
COSHH		✓	✓	✓	
Attributes					
Must possess excellent customer facing skills and focus on service delivery	✓			✓	✓
Ability to deal with customer complaints effectively	✓			✓	✓
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

Effective Behaviours Framework- Delivering the Experience

Campus Services 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 **Campus Services**.

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.