

**Job Description**

|  |  |
| --- | --- |
| Job Title: | Café Assistant |
| Faculty/Professional Directorate: | Commercial Services |
| Subject Group/Team: | Hull Sport and Active Wellbeing |
| Reporting to: | Duty Manager |
| Duration: | Fixed Term Contract (5 months) |
| Job Family: | Craftworker (Catering) |
| Pay Band: | 1 |
| Benchmark Profile: | Craftworker (Catering) Band 1 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

Following the completion of the new sports hall in 2018 Hull Sport and Active Wellbeing continue to invest in our facilities to ensure a fantastic experience for students and visitors.

Hull Sport and Active Wellbeing along with its partner have recently accessed funding through the Rugby League World Cup to create the first rugby league hub in the city of Hull. The hub consists of a welfare office, physio room, changing rooms and a café area that will serve food and drink to visitors on site during the day/evenings and weekends.

### Specific Duties and Responsibilities of the post

The post holder, working as part of a team will be responsible for ensuring a high level of service to our students and visitors on site. Basic food preparation and working in a sometimes fast paced environment are key to this role along with completing relevant documentation to ensure Hull University are compliant with food handling legislation.

Ensuring the café area is always a welcoming place for visitors basic cleaning tasks will need to be completed such as emptying tables and washing cutlery.

During low usage periods the team member may support and work at other outlets across campus.

Due to serving alcohol applicants need to be at least 18 years old.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

The role holder will:

* Work as part of a team to provide basic catering provision for staff and students. The role holder will be familiar with and understand effective working procedures: typically, the role holder will receive on the job training in basic tasks.
* Work under direct supervision. The work carried out is of a routine nature.

**Main Work Activities**

### Communication

* Deal with customer queries refer non standard problems to supervisor/line manager
* Complete relevant records and documentation
* Receive food orders

### Teamwork

* Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area

### Service Delivery

* Carry out a range of routine catering tasks to a set standard and includes:
  + Prepare, deliver and serve food
  + Prepare and serve hot and cold drinks including alcoholic beverages
  + Set and clear tables
  + Deal with cash transactions

**Work Environment**

* Assist with bar stocking and bar cellar preparation
* Operate equipment as instructed and clean to the required standard
* Check and report any equipment defects

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

**Competency Identified by**

**Knowledge and Experience**

|  |  |
| --- | --- |
| Can demonstrate the ability to understand effective working procedures. | **Application/Interview** |
| Has basic food hygiene, health and safety certificate and manual handling training or willing to attend training. | **Application/Interview** |

|  |  |
| --- | --- |
| **Communication (Oral)**  Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
|  |  |
| **Teamwork and Motivation**  Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
|  |  |
| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
|  |  |
| **Sensory and Physical Demands**  Can demonstrate the ability to use simple methods, tools and equipment and/or use physical exertion to achieve the specified standard of work without supervision**.** | **Application/Interview** |
|  |  |
| **Work Environment**  Can demonstrate the ability to recognise common hazards and risks. Takes appropriate action to avoid them and notifies the supervisor if necessary. | **Application/Interview** |