

# JOB DESCRIPTION /

## Food & Beverage Assistant

### Catering, Commercial Services

#### Commercial and Facilities Management

#### Commercial Services

#### Catering Department

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

#### Job purpose

To assist the Food and Beverage Supervisor in the delivery of an efficient and high-quality bar/bistro service, assisting in the production and service of food and drink and working closely with kitchen colleagues to deliver a first-class catering experience.

To remain calm and efficient, even in times of considerable pressure, and demonstrate good customer service skills.

To understand and comply with all aspects of health, safety and hygiene standards and adhere to relevant legislation.

To be flexible and willing to work in all catering outlets to meet business demand.

**Reference:**

CS-176-2-R-R

**Salary:**

Grade 2

**Contract:**

Ongoing

Full time, 35 hours, Monday to Sunday

**Location:**

Canterbury campus

**Responsible to:**

Food & Beverage Supervisor

**Responsible for:****Job family:**

Operational

## Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Serve hot and cold food and drinks in hospitality venues, bars, academic buildings or dining rooms across the campus, maintaining high quality catering standards as instructed and delivering excellent customer care.
2. Assist in the preparation of basic menus and recipes to the agreed specification utilising all kitchen equipment to include Rational ovens, grills, steamers, slicers, mixers, vacuum packer and blast chiller. Recognise and record food allergen information. Pack and correctly label meals to ensure their contents and destination are correctly recorded and reconciled with the order.
3. Maintain a safe and hygienic working area including cleaning work surfaces, equipment, utensils, floors, storage areas and the surrounding environment. Maintain safe working practices as instructed in induction and training. Temperature check food and fridges/freezers and record the results in the designated paperwork. Adhere to the Health and Safety Act, Fire Act and Food Hygiene Regulations. Adhere to 'safer food better business' procedures. Identify and report risks and hazards within the working environment and according to University Guidelines.
4. Assist the Food & Beverage Supervisor to monitor and maintain adequate levels of stock and prepared ingredients, ensuring sufficient goods are ordered the day before they are needed and that ingredients are prepared for a day's work. Ensure that enough packaging materials are available for a day's work that orders are printed, and labels ordered.
5. Complete any other duties that may be required, commensurate with the grading of the post as may be assigned.

## Key challenges and decisions

1. Complete duties calmly and professionally in a high pressure, high volume, environment.
2. Understanding of food production and health and safety practice.

## Facts & figures

n/a

## Internal & external relationships

**Internal:** Catering unit team members and colleagues across the Catering department.

**External:** Customers including staff, students or conference guests and visitors to the campus.

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion, promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Working with machinery (various kitchen equipment to include slicers, ovens, fryers and mixers).
- Working with chemicals (various cleaning agents associated with hygiene requirements in a commercial kitchen)
- Prolonged physical/manual work/Manual handling
- Night work (at least 3 hours between midnight and 5am) and/or Shift work. There is a requirement to work evenings and weekends.
- Contact with Human fluids (blood, saliva etc) - Occasional as part of cleaning

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• Basic literacy and numeracy skills	A
• Food preparation experience	A I
• Experience in a commercial kitchen producing standard menu and recipes	A I
• Customer service skills	A I
• Knowledge of kitchen safety issues and risk assessment	A I
• Willingness to work flexibly	I
• Ability to work well within a team in a high-volume environment	I
• Commitment to deliver and promote equality, diversity, and inclusivity in the day-to-day work of the role	I
• Basic knowledge of Microsoft packages such as Word, Excel and Outlook	A,I
Desirable	Assessed via
• Food Hygiene Certificate	A
• Knife handling skills	A I
• Experience of cash handling and tills	A

\* A - Application; I - Interview; T - Test/presentation at interview stage