

JOB DESCRIPTION

Vacancy Reference:	51767
Job Title:	Catering and Conference Assistant
Institute / Department:	Y Gegin, Canolfan S4C Yr Egin / Estates Services
Grade / Salary:	Grade 1 / £11.80 per hour*
Hours / FTE:	Part time / 30 hours over 7 days
Contract type:	Permanent
Location:	Carmarthen campus base, but should be prepared to work at other locations as necessary.
Reporting to:	Manager, Y Gegin

*UWTSD is proud to be an Accredited Living Wage Employer. The Voluntary Living Wage (VLW) rate is £13.45 per hour. We will apply an adjustment to the rate of pay for this role to increase it to £13.45 per hour.

MAIN PURPOSE OF JOB

Canolfan S4C Yr Egin is based at the University of Wales Trinity St David campus in Carmarthen and is a quality creative centre with a busy work environment. Since opening in 2018, Yr Egin's status has been established as a valuable resource for Carmarthen, Carmarthenshire and Wales.

Y Gegin, the café based on the ground floor, is an open and welcoming space and an important part of the vibrancy of the centre, and the Catering and Conference Assistant at Y Gegin will play an important role in maintaining the warm atmosphere of the café in order to attract and retain visitors to Yr Egin.

The post holder will be required to prepare specialist coffee and hot drinks, and serve high quality meals, delivering effective customer care that will complement the development of Yr Egin as a destination of choice in Carmarthen. Y Gegin has a wide customer base such as the creative community working at the centre, event audiences and University delegates, students and staff, as well as the local community, families and visitors, and therefore the Catering and Conference Assistant at Y Gegin will need to be able to communicate courteously and offer an experience that will urge the customer to return time after time.

Numerous clients order catering services for their meetings, and therefore the post holder will need to assist with setting up rooms and delivering hospitality requirements. Delivering a high standard of hygiene will be essential, as well as keeping all relevant records.

The post holder will be expected to work effectively without constant supervision, contributing to the friendly and creative atmosphere of Yr Egin.

MAIN DUTIES

- Delivering excellent customer service in all catering areas and bars.
- Communicating with customers and team members in a courteous and professional manner in order to deliver a high level of customer service.
- Preparing a variety of hot and cold drinks and drinks from the bar, and serving cakes and simple snacks.
- Preparing food, including simple cooking, portion control and presentation in order to deliver a high quality service.

- Working to maintain the high standards of hygiene required in the department, including washing dishes.
- Completing all relevant departmental documents, departmental communication systems and reports as necessary, and ensuring that these are maintained.
- Supporting, covering and maintaining the department's sales services
- Providing timely support with regards to setting up rooms for events, meetings and conferences, as necessary.
- Supporting hospitality requirements by receiving and dealing with bookings in line with the agreed standard.
- Overseeing till transactions, logging, problem solving, cash reconciliation, including float and card transactions.
- Undertaking stock control activities and supporting supply orders.
- The ability to provide a practical approach to service delivery, including standing for extended periods and the ability to assist with setting up rooms.
- Any other reasonable duties as directed by your line manager.
- Perform joint risk assessments with Health, Safety and Risk Advisers.

GENERAL DUTIES

- Fulfill all relevant Health and Safety responsibilities
- Adhere to all relevant University policies and procedures
- Adapt to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development
- Support and promote the University's sustainability commitment and carry out duties in an ethical and responsible manner
- Operate within the University's agreed Welsh Language Standards

NB This Job Description currently applies but duties may be allocated from time to time, which are appropriate to the grade and post and which are not of a substantial ongoing nature to affect the grading of the post.

PERSON SPECIFICATION

The Person Specification focuses on the qualifications, experience, knowledge, skills and competencies required to undertake the role effectively. **You will need to evidence how you meet these requirements in your application, providing explicit examples.**

	Essential	Desirable
Qualifications	1) Good general level of education including writing and numeracy skills	10) Basic Food Hygiene Certificate
Experience, Knowledge, Skills and Competencies	2) Excellent customer service skills 3) Previous experience of interacting with customers in a forward facing service atmosphere 4) Good interpersonal and communication skills 5) Ability to demonstrate effective organisational skills 6) Demonstrate the ability to understand and follow instructions 7) Ability to work effectively as an individual, including being unsupervised, as part of a team, and in partnership with others 8) Willing and able to work flexibly with regard to duties, shift patterns and campus locations, and in response to business needs at short notice	11) Previous experience of working in a busy kitchen/eating environment 12) Experience of basic cooking 13) Previous experience of working as a till operator 14) Experience of maintaining standards 15) Barista training
Welsh Language	9) Ability to communicate through the medium of Welsh (oral and written).	

*Feel free to refer to any qualification that proves your linguistic ability in Welsh, e.g. the Language Skills Certificate, or Welsh Learner levels.

Please note: Appointments can be made subject to the successful candidate receiving University support and agreeing to learn Welsh to the expected level. Training to learn Welsh will be provided by the University or, if no suitable course is available, the successful candidate will be able to attend a course which will be paid for by the University.