

CANDIDATE BRIEF

Senior Catering Assistant, Facilities Directorate



Salary: Grade 3 (£25249 to £26093)

Reference: FDCAT1063

Fixed-term: 12 months

We will consider flexible working arrangements

Overview of the Role

Do you know how to go the extra mile for customers? Are you customer focused and dedicated to providing an excellent service? Do you have understanding of the catering industry?

Providing customers with excellent service and quality fresh food is at the heart of what we strive to achieve in our Catering Services Team.

You will be responsible for assisting in delivering an effective and efficient service in line with our division's strategy and goals, assisting the smooth running of the catering service. Providing customers with excellent service and quality fresh food is at the heart of what we strive to achieve in our catering provision. Working in conjunction with the Team Leaders, you will assist in delivering an effective and efficient campus service to students, staff and visitors in line with the 'Division's' strategy and goals. You will be responsible for ensuring that the Catering Services unit operates effectively and ensuring that customer needs and brand standards are met and are adhered to at all times.

You will ensure that customers are provided with excellent customer service. You will have experience of working within a catering or retail environment and knowledge of food hygiene regulations. You will be responsible for the catering assistants in your designated area and that the monitoring of stock, deliveries and financial procedures are in place to meet all of our customer needs.

This role is 35 hours each week, on a 5 days over 7 basis. Your typical shifts will be between the hours of 7am to 8pm, but full flexibility will be required. Although you will be based at our main campus facility, you may also be required to work at any of the areas within catering services, when there is a business requirement.

Main Duties and Responsibilities

- Ensuring that the needs of the customer are met at all times and responding to customer requests, meeting the department's customer care standards, and resolving any complaints, reporting to senior staff as required;
- Assisting the Team Leader with the day to day supervision of all staff working within your team, including induction and training, ensuring that appropriate standards of performance and service are maintained and that all staff wear the correct uniform;

- Preparing barista coffee following department standard recipes and presentation standards; operating a cash register, in accordance with the university's Cash Handling Procedure and local procedures;
- Ensuring opening and closing procedures are fully adhered to, making sure the unit is open and ready for service as advertised;
- Ensuring that all staff are fully briefed on the day's service and made aware of dish descriptions, contents, allergens and portion control requirements, and ensuring that all menus are correct;
- Ensuring an adequate supply of food items to meet customer demands by controlling stock on a first in, first out basis, recording stock quantities and food wastage, and ensuring stock records are accurate;
- Controlling and assisting with the preparation, cooking, display and service of all food items ensuring displays are full and well-presented and that University Food Safety Policy is adhered to;
- Ensuring that all menus are correctly displayed and point of sale merchandising is accurate at all times and meets the agreed brand standards;
- Ensuring all food items are correctly labelled and stored and that fridge, freezer and food temperatures are monitored and controlled, advising the Senior Team Leader of any noncompliance to legislation or procedure;
- Ensuring financial procedures are fully operational and adhered to at all times and that all documentation is completed accurately and returned within the designated timescales;
- Ensuring all regular cleaning is undertaken, and that staff meet designated cleaning schedules to ensure areas remain clean and tidy at all times;
- Adhere fully to the University Policies, including Food Safety, Personal Hygiene and Health & Safety;

- Demonstrate behaviours in line with our [University values](#) (Collaboration, Compassion, Inclusivity and Integrity).

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

To explore the post further or for any queries you may have, please contact:

Robert Sewell, Retail Catering Operations Manager

Email: r.sewell@leeds.ac.uk

Qualifications and Skills

Essential:

- C.I.E.H. Level 2 Certificate in Food Safety or equivalent
- Experience of working in a similar role, with proficient knowledge of food hygiene and Health and Safety practices
- Excellent communication and interpersonal skills, with the ability to develop effective working relationships with colleagues
- Commitment to providing excellent customer service, with the ability to deal with problems effectively
- Effective time management and organisation skills, with the ability to prioritise and delegate to others
- The ability to work flexibly across Catering and Hospitality Services
- The ability to work effectively as part of a team and work under pressure during challenging situations
- High attention to detail with the ability to move, count and record stock
- The ability to demonstrate behaviours in line with the University values

Desirable:

- C.I.E.H. Level 3 Certificate in Food Safety or equivalent
- NVQ Level 2 Certificate or equivalent in Catering/Hospitality
- Experience of supervising a team, with the ability to effectively negotiate and influence others
- Experience of working in a large-scale retail catering operation

Additional Information

Working at Leeds

We are a campus based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

Our University

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate. We particularly encourage applications from, but not limited to Black, Asian, those who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability

Pre-employment Health Assessment

Our University aims to ensure that all candidates have the opportunity to disclose any health issues. In accordance with the Equality Act 2010, a pre-employment health assessment via a questionnaire will be sent to candidates following an offer of appointment. Our University also encourages individuals to meet with a University Occupational Health specialist for advice on any potential workplace adjustments.

Identified hazards related to the normal duties of the post are as follows:

Work involving the frequent manual handling of work-related items or items that are awkward in shape or size

Work that involves food handling

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at hr@leeds.ac.uk

Criminal Records

Criminal Record Information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

Visa Eligibility: This role is not eligible for Skilled Worker visa sponsorship. Information on other visa options is available via [the Government's Work in the UK page](#).