



Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



CONTEXT OF THE ROLE

Mission Statement

"We will create a brand and experience that holds our consumers and clients in mind, delivers exceptional hospitality and service to all customers whilst providing an outstanding and welcoming experience to each other and our community"

Our Core Values

Foster good communication with,

Consistent training, empathetic leadership and clear instructions.

Have an openness to learning and a feedback dialogue

Treat each other with,

Respect

Patience

Openness

Supporting

Honesty

Decorum

JOB DESCRIPTION

Job title: Bar and Catering Assistant

Faculty/department: ESTATES AND FACILITIES

Reports to: F&B OPERATIONS MANAGER / Supervisory Team

Grade: 2

PURPOSE OF THE JOB

To deliver high-quality, food and drink to customers by preparing items to standard, maintaining equipment, and adhering to regulations, thereby enhancing customer experience, driving sales, and contributing to a positive team culture.

MAIN DUTIES

- To begin the customer journey in all outlets and influence a great experience, constantly improve quality and drive sales
- Positively contribute to our team culture, core values and mission statement
- Be involved in preparation of our food and drink range across our outlets in-line with the training given this can include assisting our chefs where appropriate in our restaurant T5 (there is no expectation to undertake skilled cooking duties).
- To ensure that all equipment used is in safe working order, checked regularly and any faults reported to management
- To comply with all Legislation governing the catering areas, e.g., Food Safety, HACCP, Health and Safety, College financial and environmental policies and procedures and Licensing Legislation for the sale of alcohol if working in our bar
- To communicate regularly with the supervisor team proactively to help manage stock needs and attend team briefings
- Timely rota information communicated to our ops team to help effective resource management
- To carry out other reasonable tasks applicable to the role as directed by Management

Please note this job description reflects the core activities of the role but is not exhaustive and, as the College and the post holder develops, there will inevitably be changes in the emphasis of duties. It is expected the post holder will recognise this and adopt a flexible approach to work and to participate in training.

WORKING RELATIONSHIPS AND CONTACTS

- Report to the F&B ops manager and supervisor team, working closely with the chefs, head of F&B, various staff from other department within estates and facilities and our operational catering team

DIMENSIONS

- There are 5 College outlets: 1 Restaurant, 3 Cafes and 1 Bar which will offer services to over 3000 students & staff plus external visitors.
 - There will be hospitality and College events support which run all year round.
-

GENERAL RESPONSIBILITIES – universal to all Birkbeck roles

- To adhere to the College's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with the Data Protection Act and to ensure that all new systems are reported to your Data Protection Controller.
- To undertake such other duties as may be reasonably expected.

PERSON SPECIFICATION

Candidates will be able to demonstrate the following criteria within the areas of :
Knowledge/ Technical Skills/ General Skills & attributes/ Experience/Qualifications.

Essential Criteria:

Knowledge of Food Safety (including Allergen regulation), Health and Safety, Alcohol licencing.
Good IT skills, using various programmes and willing to learn new ones. Office and Canva is helpful
The ability to work under pressure, prioritise tasks within a broader routine while ensuring excellent attention to detail.
Good organisation and delegation skills. skills
Experience of working in a café, restaurant, hospitality environment and bar
Experience of working in a team and self-motivating to keep the operation at the highest standards
Passionate about food and beverage and delivering excellent customer service.
Knowledge of Food Safety (including Allergen regulation), Health and Safety, Alcohol licencing.

Desirable Criteria – the desirable criteria will be use differentiate between candidates who have been scored at the same level against the essential criteria above:

Experience with supporting and setting up event spaces, hospitality offering.
Experience in stock taking and stock levels required.
Level 2 Food Safety Certificate or willing to work towards it within the first 6 months of employment.

FURTHER INFORMATION

Salary:

Grade 2 of the College's London Pay Scale which is £10,218 rising to £10,392 (pro-rated £28,249 rising to £28,732)

Hours:

20 hours per week, part-time contract and term time only.

Working pattern:

The working pattern is 5 days out of 7. Our operating hours are 07.30-23.30. This role is based on site, and includes Monday-Saturday shifts.

Probation period:

6 months

Duration of post:

Permanent

HOW TO APPLY

Closing date:

11.59 PM on 26th October 2026

Interview arrangements:

The selection process will involve:

- A panel interview

Start date:

To be confirmed following interview.

To apply for this position please go to our online [recruitment portal](#).

Please ensure your application includes full details of your employment history, education and qualifications, and recent development. For some roles, this will be collected in the application form, for others you will be asked to include this in a professional CV, which can be uploaded.

If you would like to know more about the role, please contact Matthew Rose, F&B ops manager, at matthew.rose@bbk.ac.uk.

RIGHT TO WORK IN THE UK

This post is not eligible for sponsorship. Successful applicants will need to demonstrate their right to work in the UK via another means.

HELP AND ASSISTANCE

If you are having difficulties accessing the recruitment portal, please email jobs@bbk.ac.uk.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

The College is committed to providing the highest quality academic and working environment where all staff, students, visitors, and contractors are welcomed respected and treated in a fair, consistent, and non-discriminatory manner. The College is proud of its diversity and welcomes applications from all sections of the community. No one will be treated unfairly because of their sex, race, disability, sexual orientation, age, religion or belief, carer status, political belief, pregnancy/maternity, social class, gender identity or marital/civil partnership.

Birkbeck is a member of the 'positive about disability' Disability Confident scheme and will interview all candidates who both declare a disability within the meaning of the Equality Act 2010 and meet the minimum essential criteria for the post, subject to any limits on the overall number of interviews.

Birkbeck is a member of Advance HE, holds an institutional Bronze level Athena SWAN award, is a Mindful Employers Charter signatory and subscribes to Stonewall's Diversity Champions.