POST: Catering Services Assistant
LOCATION: University Catering Services
GRADE: UW1 (Living Wage)

1. ORGANISATION
   Reports to: Supervisor
   Post Holder: Catering Services Assistant

2. CONTACTS
   Internal: Students, staff within the University
   External: Conference clients, suppliers and visitors to the University

3. PERSONAL SPECIFICATIONS
   Have a general level of education
   Appropriate knowledge of basic food hygiene.
   Previous experience of working in a catering environment in a similar role.
   To have a pleasant manner with a customer-focused approach.

4. BUDGET
   No direct budgetary responsibilities.

5. PURPOSE OF THE POST
   To assist in the preparation and service of food items and beverages, working to maintain high standard of hygiene, safety, service and quality.

6. MAIN DUTIES AND RESPONSIBILITIES
   a) The preparation of all service and dining areas ready for operation.
   b) Assisting in the preparation of food items and beverages.
c) Taking cash and recording sales as appropriate.
d) Serving food and beverages, maintaining high standards of hygiene and service.
e) Promoting good pleasant customer relations.
f) Merchandising food effectively.
g) Cleaning and servicing beverage equipment.
h) Clearing and cleaning of all service, preparation and eating areas, utensils and equipment.
i) Preparing and presenting food in accordance with the instructions of the Catering Management and the specifications laid down.
j) Maintaining a safe and secure working environment by adhering to cleaning schedules and specified systems and procedures of work.
k) Such other duties and responsibilities such as may be reasonably required within the level of the post.
l) Some evening and weekend work will be required to meet the needs of conference and hospitality services.

7. **HEALTH AND SAFETY**

The post holder may be expected to undertake emergency first aid training. The post holder will be responsible for health and safety in the area under his/her control on a day to day basis and must ensure, as far as reasonably practicable, that he or she is familiar with all relevant Health and Safety legislation and recommendations and that these are observed within his/her areas of responsibility. Attention is particularly drawn to the existence of the University’s policy statement on health and safety at work, copies of which have been displayed on notice boards in the University (further copies may be obtained from the Human Resources Department). Any accident in the post holder’s area must be entered in the accident book.

8. **DATA PROTECTION ACT (1984)**

The Post Holder will be familiar with the above legislation and will, at all times, bear in mind his/her responsibilities under the Act. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.
9. **COMPUTER MISUSE ACT (1990)**

The Post Holder will need to have regard to the provision of the Computer Misuse Act 1990 and in particular to take such steps as may be necessary to prevent unauthorised access to computer material (section 1) and the unauthorised modification of computer material (section 3).

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Issued by: Catering & Retail Operations Manager  
Date of Issue: February 2015

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<tr>
<th>Version</th>
<th>2.0</th>
<th>Author</th>
<th>Amanda Shipley</th>
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<td>Approved Date</td>
<td>19/02/15</td>
<td>Approved by</td>
<td>Amanda Shipley</td>
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<td>Review Date</td>
<td>02/2017</td>
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**UNIVERSITY OF WOLVERHAMPTON**

**PERSO34**

**EMPLOYEE SPECIFICATION**  (to be derived from Job Description/PERS001)

**JOB TITLE:** Catering Services Assistant

**ESTABLISHMENT NO:**

**SCHOOL/DEPARTMENT:** University Catering Services

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<tr>
<th>ATTRIBUTE</th>
<th>ESSENTIAL</th>
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<tbody>
<tr>
<td>1. Standard of General Education</td>
<td>Ability to read and write. General level of education</td>
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<tr>
<td>2. Academic Qualifications</td>
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<td>3. Professional Qualifications</td>
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<td>4. General Skills/Experience</td>
<td>Previous recent experience in a similar position.</td>
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<td>5. Specific Skills/Experience</td>
<td>The ability to maintain areas in a clean and hygienic state. Experience of cash handling and customer contact</td>
<td>Experience of working in a high volume catering service</td>
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<td>6. Specific Qualities related to particular position</td>
<td>Commitment to Equal Opportunities, quality and customer service. Basic understanding of food hygiene and catering related health &amp; safety</td>
<td>Basic Food Hygiene Certificate</td>
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<td>7. Other</td>
<td>Interpersonal skills and a Team Player. Flexibility to work outside of normal hours to meet the needs of the service</td>
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