JOB DESCRIPTION

Job title: Senior Food Services Assistant

Responsible to: The Food Services Manager

The Domestic Bursar has overall responsibility for the department

Job role: The Senior Food Services Assistant, will provide the service of food and beverages throughout the College, in particular: (i) formal meals; (ii) the Cafeteria; (iii) receptions, meetings and other events requiring food or beverages. The Senior Food Services Assistants will be required to work on some weekends, supervising the food services team in the absence of the Butler and Food Services Manager. The Senior Food Services Assistant must support the Butler and Food Services Manager in ensuring that excellent customer service is provided at all times.

Duties and responsibilities

Food and Beverage Service:

• Provide professional, polite, efficient and timely service at College and commercial events and in the College cafeteria.
• Preparation and service of all food and beverages at College and commercial events and in the College cafeteria.
• Ensuring that consistently high standards of service are maintained, taking every opportunity to improve standards whenever possible.
• Take responsibility for supervising food service staff at the weekends.
• Take responsibility for supervising casual food service staff.
• Deliver service for the College’s conference and events business ensuring that the demands of the customers are met, with the aim of ensuring the College has an excellent reputation for service.

Duties:

• Assist the Butler and Food Services Manager with the supervision and motivation of all food service staff that work with you, ensuring they can perform their duties effectively and to the required standards.
• Use of Electronic Point of Sale.
• Clearing and cleaning the cafeteria, including using the plate-washing machine, washing floors and all other areas and equipment.
• Ensure that optimum use is made of staff on duty.
• Report to the Food Services Manager on personnel requirements such as rotas, time sheets and clocking-in information, sickness and absenteeism, when required.
• Monitor staff performance on a day-to-day basis reporting to the Food Services Manager.
• Communicate with the food services team to ensure they are working with a positive team spirit.
• Assist the Food Services Manager with familiarising new staff with the training and induction programme.
• Work with the Food Services Manager, Butler, Head Chef and kitchen team to help improve and develop the catering within the College.
• Maintain good relationships with customers and suppliers.
• Hands on leadership of every event supervised though from set up to clear down.

Health, Safety and Hygiene:
• Assist the Butler and Food Services Manager in ensuring the food services staff comply with all necessary statutory Health & Safety and Food Hygiene legislation and the College Food Safety Policy, where applicable.
• Assist the Butler and Food Services Manager in ensuring your team are properly and hygienically dressed and comply with high levels of personal hygiene.
• Report any faults with equipment to the Food Services Manager.
• All staff must adopt a responsible attitude towards health and safety and comply with any procedures required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety.

Finance, Purchasing and Cost Control:
• Assist the Food Services Manager by providing details of events for the purposes of compiling invoices.
• Make recommendations for the order of items of food and equipment, in relation to your role, to the Food Services Manager.

Additional responsibilities:
• Liaise with all customers and suppliers, where necessary, on any relevant matters.
• Take an active interest in the catering and hospitality industry.
• Undertake any other reasonable duties arising in the role of food and beverages services, as directed by the Food Services Manager or Domestic Bursar.
• When required, to work at the service of major College events such as: Alumni Reunion Dinners; Matriculation Lunches/Dinners; Commemoration of Benefactors Dinner; Fellows’ Night; Foundation Day Dinner; College Guest Nights; Congregation Lunches, College Council Dinners and Formal Halls.
• To act on any other reasonable request, which is in keeping with the type of work involved with your role, that is made by the management of the College.

Special Conditions of Service:
• Holidays must be taken in agreement with the Food Services Manager, taking into account the holiday rota for the food services department.
• All Leave, including unpaid leave, must be requested and authorised before you can consider it confirmed. The College reserves the right to refuse requests due to the business needs of the College.
• The uniform provided to the food service staff must be kept presentable and worn when on duty. The uniform remains the property of the College.

The above is the general job description for the Senior Food Services Assistant at Wolfson College.
### Person Specification:  Senior Food Services Assistant

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications, Experience and Background</strong></td>
<td><strong>Technical Knowledge and Skills</strong></td>
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<tr>
<td>• Experience and knowledge of working in hospitality services</td>
<td>• Experience of working in a Cambridge College</td>
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<td>• Level One Food Hygiene Certificate</td>
<td>• Formal training certificates (NVQs/City &amp; Guilds, or equivalent)</td>
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<tr>
<td>• Experience of working in a Cambridge College</td>
<td>• Intermediate level Food Hygiene Certificate</td>
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<td><strong>Personal Attributes</strong></td>
<td>• Knowledge of modern cuisines and beverages</td>
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<td>• Pleasant-natured, polite, proactive &amp; professional with a good eye for detail</td>
<td>• Knowledge of wines - WSET beginners level</td>
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<td>• Good work ethic required to fulfil the role</td>
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<td>• Reliable, punctual, trustworthy and honest</td>
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<td>• Flexible and shows initiative with a clear desire to help and a can-do attitude</td>
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<td>• High level of spoken English (this is essential to carry out the duties of the position and for Health and Safety training)</td>
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<td><strong>Team and Management of Work Skills</strong></td>
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<td>• Able to work under own initiative as well as part of a team</td>
<td>• Experience of supervising a team</td>
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<td>• Able to communicate effectively and maintain a good working relationship with members of the food services, kitchen, accommodation and conference &amp; events teams</td>
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<td>• To be calm and reactive with a positive demeanour at all times</td>
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<td>• To maintain high standards of behaviour within the department</td>
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<td>• To be an excellent ‘team player’</td>
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<td>• Able to adapt to the different needs of working within the College environment</td>
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