VACANCY: Food Service Coffee Bar Assistant

Wolfson College is one of the 31 Colleges in the University of Cambridge and provides an academic home for over 900 students aged 21 or above, 200 Fellows, 300 senior members and 100 staff. There are more than 450 residential units on site, housing over 500 residents. The College is the most cosmopolitan in Cambridge which, together with its egalitarian ethos, helps to create a very friendly working environment. Full details of the College are available at www.wolfson.cam.ac.uk

HOW TO APPLY

Please send a completed Wolfson College Application Form and Equal Opportunities Form (available online at www.wolfson.cam.ac.uk/jobs), with a covering letter, setting out your suitability for this post to:

Mr Charles Correa (ref. Food Service Coffee Bar Assistant)
Food Services Manager
Wolfson College
Barton Road
Cambridge CB3 9BB or by email to: food-services@wolfson.cam.ac.uk

TERMS & CONDITIONS

Salary: £16,100 per annum, paid monthly

Benefits:
- Membership of the NOW:Pensions scheme (www.nowpensions.com), with employer contributions up to 13%
- Death-in-service benefit of two times salary
- The pro-rata equivalent of 25 days' holiday per year plus public holidays
- Meals on duty
- Uniform
- Free parking
- Use of the College Gym and Library
- Membership of a healthcare cash plan
- The College operates a childcare voucher scheme for staff

Contract: This is a 46-week annual contract and includes paid holiday, the majority of which will need to be taken during the summer and Christmas closure.

Hours: 40 hours per week, working 9:00am - 5:30pm with ½-hour lunch break, Monday to Friday, 40 weeks and 4 days of the year. Due to the nature of the role, the successful applicant will be expected to work some Bank Holidays.

Holidays: 25 days’ holiday per year plus public holidays (Pro rata).
- Attendance is normally required on the public holidays in May when the Catering department is fully operational, for which alternative holiday is given.

Probation: The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be one month on either side.
JOB DESCRIPTION

Job title: Food Services - Coffee Bar Assistant

Department: Catering

Reporting to: Food Services Manager, the Butler and Food Services Supervisor. The Head of Department is Alan Fuller, Domestic Bursar, and the College Officer with overall responsibility for staff is the Bursar.

Department: The Coffee Bar Assistant will work independently, but with the full support of the rest of the Food Services Department.

Main responsibilities:

- Preparation of coffee, tea and serving other light refreshment in the Coffee bar in the Club Room.
- Making a range of coffees and refreshments using a barista coffee machine.
- Setting up the Coffee Bar each day and putting out the full range of products.
- Displaying and correctly labelling the food items that are on sale.
- Use of electronic till.
- Clearing the Club Room after service and cleaning for subsequent use.
- Using the plate-washing machine as required.
- Washing floors, all other areas and equipment used in the performance of the above duties.
- Keeping the coffee-making / water-cooler area of the Karen Spärck Jones Room clean and stocked.
- Maintaining good customer relations and dealing with customers’ enquiries.
- Maintain high standards of personal hygiene and food safety.
- 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.

Relationships and Customer Services:

- Establish and maintain excellent relationships with all customers including students, staff, visitors and commercial clients.
- Ensure all customers receive an efficient, effective and responsive service.
- Maintain a positive working environment and open channels of communication.

Areas of work include:

- Club Room Coffee Bar, main Cafeteria, Dining Hall, Kitchen and downstairs Servery, and all areas in the College where catering services are provided.
- Work in the washing up area.

Conditions of Service:

- Ensure compliance with, and implementation of, all College policies and procedures, in but not exclusively, to our Food Safety, Dignity at Work and Health and Safety policies.
- Holidays must be taken in agreement with the Food Services Manager, taking into account the holiday rota for the 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.
- A uniform must be worn where this is provided.
- Participate in the College’s Staff Review processes.
- Training on how to use the barista machine and to make the different types of coffees will be provided.
Health & Safety

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.

Person Specification: Food Service Assistant

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<th>Essential</th>
<th>Desirable</th>
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Qualifications, Experience and Background
- Experience of professional food service
- Experience in a Coffee Bar/Shop environment
- Formal qualification in Food Service
- Current level 2 Food Hygiene certificate
- Knowledge of current Food Safety and Health and Safety legislation
- Experience using a Barista Coffee machine

Skills and Abilities
- Ability to follow instructions and complete set tasks to a time scale
- Ability to work as part of a team
- Ability to be flexible with the scheduling of shift patterns which may include evenings and weekends on occasions
- Experience in a College catering environment
- Knowledge of working with electronic point of sale equipment

Personal Attributes
- Good communication skills both orally and in writing
- High level of spoken English (this is essential for Health & Safety training and to be able to carry out the duties of the position)
- Polite, reliable and punctual
- Presentable and smart in appearance
- Self-motivated with a willingness to learn
- Enthusiasm for good customer service
- Flexible attitude to differing work patterns and a willingness to work with different colleagues
- Ability to work extra hours to cover absenteeism

Other
- Requirement to wear uniform which will be provided by the College
- The post holder will be expected to undergo any other workplace training relevant to the role
- Physically fit and able to undertake the requirements of the role
- Flexible attitude to differing work patterns and a willingness to work with different colleagues
- Ability to work extra hours to cover absenteeism