



Robinson College

Catering and Reservation Assistant

CANDIDATE INFORMATION PACK

CLOSING DATE: WEDNESDAY 1
NOVEMBER AT 9AM



About Robinson College

The College is a centre of academic excellence with about 400 undergraduates and about 300 postgraduates. Sir Richard Heaton is Warden of the College and there are approximately 90 Fellows and 125 non-academic staff.

Robinson College is the most recent addition to the 31 colleges which make up the University of Cambridge. It owes its foundation to the generosity of Sir David Robinson whose endowment is the largest single gift ever accepted by the University. Planning for the College began in 1973 when trustees were appointed; building started in 1977 and the College moved into its new accommodation in October 1980. Her Majesty The Queen officially opened the College on 29 May 1981.



Reports to: Senior Catering Office Coordinator

Purpose of the job

To provide administrative support for the Catering & Conference Department

To provide administrative support relating to bedroom reservations

To provide reception/telephone staffing for the office

To answer enquiries from student and college members

To support the Senior Catering Office Coordinator and Catering Office Manager with admin tasks on a weekly basis as per task list

To support the catering management team with processing of invoices and financial reporting tasks

SALARY AND CONDITIONS



- Part Time, 20 hours per week
- Permanent
- £12,624. per annum (£23,354 FTE)

COLLEGE BENEFITS

- 25 days annual leave, plus bank holidays (pro rata for part time appointments), increasing with length of service up to an additional 5 days
- Contributory auto-enrolment pension scheme
- Death in service benefit
- Free lunch in College
- Enhanced sick pay after qualifying period
- Enhanced family friendly pay after qualifying period
- Access to a benefits website which provides savings and discounts on a wide variety of purchases, as well as days out, gift cards and other offers
- Generous Salary Extras discounts –incl. Cycle to Work scheme
- Training and development opportunities
- Free parking may be available subject to capacity
- Access to University Card with subsidised travel on U bus between Madingley Road Park and Ride or Cambridge Train Station and the College
- Exercise space for a small termly charge
- Staff social club events throughout the year
- Annual flu jab subject to criteria

JOB DESCRIPTION



KEY AREAS AND STANDARDS OF PERFORMANCE:

1. TASK LIST AND RESPONSIBILITIES:

The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc. basis.

- 1.1 See attached Catering Administration task list
- 1.2 Assist in the Senior Catering Office Coordinator in the management of bedroom availability for OTA's.
- 1.3 Send feedback emails to all OTA and College website B&B guests as required
- 1.4 To assist in developing the role to fit in with future procedural changes as required.
- 1.5 Carry out any other tasks that may reasonably be asked of you.

2. TIMEKEEPING & ATTENDANCE:

- 2.1 To arrive at work in time to be ready to commence duties at the appointed start time.
- 2.2 To work those hours required (in agreement with your Manager).
- 2.3 To adhere to working hours and to seek approval from your Manager for time-off in advance.
- 2.4 To adhere to the College's policy for sickness notification and holiday authorisation procedures.

3. ATTITUDE TO WORK & CARRYING OUT INSTRUCTIONS:

Willingness and enthusiasm with which work is carried out.

- 3.1 To be reliable in the carrying out of instructions and tasks and to operate on a "right first time every time" basis.
- 3.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly.
- 3.3 To listen carefully to instructions and to carry them out as directed.
- 3.4 To check if you have not clearly understood what is required of you.
- 3.5 To ensure that tasks are completed in a timely fashion and by the deadlines/schedule set.
- 3.6 To advise your Manager of any constructive ideas you may have for the improvement of any part of the College's operation.



4. PRODUCT KNOWLEDGE:

The knowledge and experience required to carry out this job to the expected standard:

4.1 To undertake training as required developing and improving your knowledge and expertise.

4.2 Support the Senior Catering Office Coordinator in ensuring bedroom availability is loaded on to the relevant websites.

4.3 Support the Senior Catering Office Coordinator in allocating rooms and generating arrivals documentation as required for the B & B bookings.

4.4 To operate all computer programmes within the context of your job, competently and with clear understanding of routines and processes.

4.5 Send feedback emails to all guests who have booked via the website each day during residential periods

5. CUSTOMER RELATIONS & SALES OPPORTUNITIES:

Putting the customer's (conference guests, students, Fellows and staff as well as internal customers), needs first and taking opportunities to promote our products.

5.1 To always be aware of any opportunities which may arise for you to positively promote the College and its products.

5.2 To always demonstrate loyalty to the College, its products and your colleagues when speaking to external contacts.

6. ATTITUDE & BEHAVIOUR:

Positive interaction with other members of the team, supervisors and managers.

6.1 To always act in a welcoming, courteous and sincere manner with guests – to provide an efficient yet friendly service.

6.2 To demonstrate integrity and honesty at all times.

6.3 To provide support as required to colleagues within the Conference and Catering departments particularly with office routines.

6.4 Keep your line manager advised of matters which may affect the smooth running of the department

7. COOPERATION WITH OTHER DEPARTMENTS:

Carrying out of tasks with a spirit of cooperation and interest in the needs of other departments and their staff.



7.1 Demonstrate an understanding of other departments' requirements and be supportive and helpful to them.

7.2 Ensure that College Office deadlines are met.

7.3 Provide assistance to the operational catering team as required.

7.4 To participate in departmental discussions and to encourage the interchange of ideas and suggestions. To attend briefings as directed.

7.5 To read any documentation which may be given to you and to ensure that you query any areas of confusion or doubt in order to ensure no misunderstanding.

8. CASH HANDLING AND STOCK SECURITY:

Being accountable for any monies that this role has in its possession and the secure retention of College and others' stock and possessions.

8.1 Ensure that doors are locked as required and that keys are held securely.

8.2 Accurate stock counting to ensure that stock management is maintained.

8.3 Ensure appropriate stock of office supplies.

9. FOOD HYGIENE:

Carrying out duties in a safe way so that no-one is put at risk from food hazards.

9.1 Attend training as required.

9.2 Maintain your own personal hygiene to the required standard and report any incidence of illness as defined within the HACCP policy.

9.3 Follow policy on the service of food as defined in the HACCP policy.

10. HEALTH & SAFETY & LEGISLATION :

The carrying out of duties so that self and others are not put at risk from general hazards.

10.1 To ensure that you adhere to any legislation or local authority regulation which affect you and your department.

10.2 Operate in a manner so as to ensure that you do not put yourself or others at risk.

10.3 Report any hazards, accidents that you observe to your Manager.

10.4 Adhere to the Health & Safety policy and procedures at all times.

10.5 Demonstrate good sustainability awareness and act accordingly.

10.6 Carry out monthly office H&S and Fire Checks.

PERSON SPECIFICATION



CRITERIA	ESSENTIAL	DESIRABLE
Education & Training	<p>GCSE or equivalent English and Maths</p> <p>Excellent IT skills including MS Word, Excel and Outlook, with the ability to pick up new software quickly.</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • KX • Perfect table plan • Accurate Solutions
Work Experience, Skills & Knowledge	<p>Relevant experience in an administrative role.</p>	<p>Experience of working in a College enviroment.</p>
Intelligence/ Aptitude/ Attitude	<p>An organised and efficient approach to office administration, including an ability to communicate clearly.</p> <p>Excellent organisational skills and abilities to prioritise workload whilst also dealing with events in a timely manner.</p> <p>Ability to work well as part of a team.</p>	
Personality/Inter-Personal Skills	<p>Organised with good attention to detail and high degree of accuracy.</p> <p>Ability to prioritise tasks, multitask and manage competing priorities.</p> <p>Ability to work independently and within a team. Initiative and common sense.</p> <p>Reliable and committed to maintaining high performance standards.</p> <p>Professional appearance Personable and approachable manner</p>	
Cirucumstances	<p>Please note that we can only consider applications from candidates who have the right to work in the UK.</p>	

HOW TO APPLY



To apply please send your CV and a covering letter, along with a completed short application form to careers@robinson.cam.ac.uk

Closing date for applications:

Wednesday 1 November 2023 at 9am

Interviews will be held on:

Wednesday 8 November 2023





Robinson College
Grange Road
Cambridge
CB3 9AN

careers@robinson.cam.ac.uk
www.robinson.cam.ac.uk