



Robinson College

Food and Beverage Assistant

FURTHER PARTICULARS



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.



Purpose of the job

To provide food and beverage service in all the catering outlets on the College site and occasionally externally if required for Students, Fellows and College and for external conference and functions clients. To ensure that the food and beverage operations are operated within legislation, Licensing, College Policies and approved budgets. To work flexibly to ensure all operational shifts are covered as required and all food and beverage service areas are supported as and when necessary.

SALARY AND CONDITIONS



- Full Time, 37 hours per week
- Permanent
- £22,025 per annum (£11.39 per hour) + O/T as business requires

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. Gym, Dental, 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
- Christmas and New year off
- Paid overtime or TOIL (as business demands)
- Exercise space for a small termly charge
- Staff social club events throughout the year
- Annual flu jab subject to criteria



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 To ensure the smooth running of all food and beverage service operations on a day to day basis, making sure all stock is dated, displayed, rotated and offered for sale in a manner which will encourage sales

1.2 To prepare perishable food/beverage items daily to the require standard and specifications, replenish as required.

1.3 To inform your Supervisor/Manager in the area you are working about forthcoming events you are made aware of which may affect the operation.

1.4 To assist in the training and on-going development of the new permanent staff and casual staff for all food and beverage service operations.

1.5 To ensure that adequate resources (e.g. stocks, equipment, disposables, other materials) are provided to meet business needs.

1.6 To make suggestions to develop the food and beverage products and services.

1.7 To report any faulty equipment to your Supervisor/Manager and make provision for planned maintenance to ensure the up-keep of food and beverage service and other equipment and the physical structure of the area.

1.8 To order all food and products to maintain stock levels, and follow specific ordering procedures.

1.9 To complete own hours worked timesheet on weekly basis to ensure records are available when monthly overtime is due.

1.10 To be responsible and cover supervisor shifts in the absence of a Supervisor/Manager in any of the Food and Beverage operations.

2.PUNCTUALITY, ATTENDANCE & APPEARANCE:

2.1 To be ready to commence duties at the appointed time.

2.2 To remain on duty, productively working, until the appointed finishing time.

2.3 To attend work as scheduled.

2.4 To notify your supervisor/manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook.

2.5 To dress in the required uniform/protective clothing or in accordance with the set Appearance and Dress Code.

2.6 To pay appropriate attention to personal hygiene.

3.FINANCIAL CONTROL

3.1 To ensure that clients are accurately charged for food, beverages and other services immediately after events.

3.2 To maintain accurate records of orders placed and deliveries received together with wastage monitoring and recording to ensure profitability of the operation.

3.3 To cash up and be responsible for all takings and their deposit in the Cash Office/Safe



4.ATTITUDE TO WORK & CARRYING OUT INSTRUCTIONS: Willingness and enthusiasm with which work is carried out.

4.1 To be reliable in the carrying out of instructions and tasks and to operate on a “right first time every time” basis.

4.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly.

4.3 To listen carefully to instructions and to carry them out as directed.

4.4 To check if you have not clearly understood what is required of you.

4.5 To be aware and responsive to pressures in other areas of the catering department operation and to provide assistance as needed.

5.PRODUCT KNOWLEDGE: The knowledge and experience required to carry out this job to the expected standard.

5.1 To undertake training as required in order to develop and improve your knowledge and expertise.

5.2 To be able to help and direct others accurately/correctly.

5.3 To develop general knowledge of the College location and layout, other departments' services and products and this department's services and products.

6.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.

6.1 To always operate with a warm and friendly welcome.

6.2 Understand and deliver the needs of the customer efficiently, within the required time scale and to the set standard.

6.3 Demonstrably “go the extra mile” for customers.

7.ATTITUDE & BEHAVIOUR: Positive interaction with other members of the team, supervisors and managers. General demeanour whilst at work.

7.1 To empathise with the individuals within the team to form positive relationships.

7.2 Positively participate to help create a good team atmosphere.

7.3 To be constructive in communication with others, be cooperative and helpful and be supportive as needed.

7.4 Honest and trustworthy. Pleasant in nature.

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

8.COOPERATION WITH OTHER DEPARTMENTS: Carrying out of tasks with a spirit of cooperation and interest in the needs of other departments and their staff.

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



9.CASH HANDLING AND STOCK/KEY SECURITY: Being accountable for any monies that this role has in its possession and the secure retention of College and others' stock and possessions.

9.1 Always ensure that all cash is securely stored.

9.2 Account for all takings and/or floats.

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

9.4 Safeguard stock and ensure that wastage is minimised.

9.5 Safeguard and/or return other people's property and/or pass to lost property in Porters Lodge for retrieval by the owner.

10.FOOD HYGIENE: Carrying out duties in a safe way so that no-one is put at risk from food hazards of any kind.

10.1 Attend training as required.

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

10.3 Follow policy on the preparation, storage, etc. of food as defined in the HACCP policy.

10.4 Adhere to all PPE requirements as in the PPE Policy

10.5 Ensure all temperature records are accurate and kept up to date using both manual and electronic processes in use.

10.6 Ensure cleaning routines and schedules are adhered to and additional ad hoc cleaning is carried out to maintain the required cleanliness standards in all areas.

11.HEALTH & SAFETY & OTHER LEGAL ASPECTS: The carrying out of duties so that self and others are not put at risk from general hazards.

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

11.2 Report any hazards that you observe.

11.3 Adhere to the Health & safety policy and procedures at all times.

11.4 Follow the allergen and labelling policies in place

11.5 Adhere to all licensing regulations.

11.6 To demonstrate good sustainability awareness and act accordingly.

The duties listed are not exhaustive and may be varied from time to time in accordance with the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested a supervisor or manager.



PERSON SPECIFICATION



CRITERIA	ESSENTIAL	DESIRABLE
Education & Training	Basic food hygiene.	Allergen training. Hygiene qualifications. COSHH. Other health & safety qualifications.
Work Experience, Skills & Knowledge	Understanding of health and safety. IT skills/ good computer literacy. Numeracy skills. Excellent oral communication skills.	Restaurant, bar or café environment experience. Experience of a similar role within a college or academic/hospitality environment. Use of EPOS systems.
Intelligence/ Aptitude/ Attitude	Customer focused. Demonstrate a positive and conscientious attitude towards all aspect of work and also in relation to health and safety. Excellent interpersonal skills and experience of dealing with people tactfully. Ability to liaise and cooperate with others at all levels, both within and outside the department and the wider College. Flexible approach to working. Good command of spoken English.	Works well and remains calm under pressure. Good sense of humour.
Circumstances	Have good physical fitness and ability to work in a catering environment. Able to have flexibility in relation to shifts and rota.	

