JOB DESCRIPTION

Job Title: Catering Assistant

Department: Catering

Reports to: Front of House Services Manager

Background:

Trinity College is the largest of the Colleges of Cambridge University, with over 720 undergraduates, 350 post-graduates and 190 Fellows (the senior members of the College), plus 350 staff. The College is a very diverse community, with about a fifth of its undergraduates and half of its post-graduates coming from overseas.

The College provides accommodation, food and drink for its members to foster a sense of community and to produce an environment in which social and academic interchange is encouraged. The Catering Department provides the food and drink service for the senior and junior members and for the staff whilst on duty. The quality, variety, presentation, service and cost of the food and drink provided are a key element in ensuring that the educational aims of the College are underpinned by the good service of the Catering Department.

Department Background

The Catering Department consists of approximately 80 staff which includes Office, Kitchen, Hall, High Table, and Bar staff.

Department Services

• Hall. Open 364 days in the year, the exception being the day of the Staff Outing in the summer. Undergraduate meals amount to some 200 breakfasts, 350 lunches and 450 dinners. Fellows' meals are some 120 lunches and 50 dinners.
• Private Supply. Private dinners arranged by members of the College and outside organisations, normally held in private dining rooms. Private supply occurs throughout the year, depending on College activities, but particularly during the vacation periods.
• College and Special Functions. Providing some 14 large dinners each year for the College. Catering for lunches and dinners for special occasions, including conferences, concerts, receptions, wedding parties and degree ceremonies. Meals for conferences during the vacation periods can be for up to 450 persons.

Purpose of role:

To assist the Front of House Services Manager, Servery Supervisor, Assistant Servery Supervisor, Hall and Functions Manager and Manciple in the smooth running of the Student Servery, Staff Dining Room, Formal Hall, High Table and Catering events.

Main Responsibilities:

- To assist in the service of food and drink in the College, under the supervision of the Front of House Services Manager, Hall, High Table, Servery and Functions Managers and Supervisors, in conjunction with other Catering staff and casual workers employed as and when required.
- Help deliver an efficient, timely and professional service of food and drink in the Student Servery.
- To deliver excellent customer service, with all customers being served in a pleasant, courteous and helpful manner.
- To work closely with the Kitchen team to maintain a constant supply of prepared hot food, salads and sweets during meal service by anticipating peak periods of demand in advance.
- Assist on the tills to include putting sales through a cashless till system.
- To assist in the preparation and service of all hot and cold food and drink service points, including re-stocking of china, glass and cutlery etc. during service.
- To assist with stocking and rotation of all cold food and drink items.
- To actively help clean the areas managed by the Catering department to the highest standard, particularly in the Servery and other service areas when required both before and after meal service.
- To carry out movement of tables, chairs etc, preparation work and laying up prior to a meal anywhere in College under the supervision of the Catering management.
- To assist and train, casual or temporary agency staff as appropriate.
- Report anything untoward in relation to equipment, hygiene and standards of service to senior staff in a timely manner.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

Other:

- To undertake relevant training as and when required.
- To show a responsible attitude towards their own and their colleagues' Health and Safety observing rules, regulations or instructions given by superiors including Food Safety, Health and Safety and Fire Regulations.

- To observe all Food Safety regulations and comply with the due diligence needs of the Department.
- To have the flexibility to work shifts including evenings, weekends, and public holidays subject to rotas and a willingness to extend or change hours and days of work from time to time upon request and subject to operational requirements.
- To undertake any other relevant duties, which arise due to the nature and character of the post as required.

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Health and Safety

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as 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 or which is identified as necessary in relation to their work.

PERSON SPECIFICATION

Knowledge and Experience

- A certificate in Basic Food Hygiene and good knowledge of Health & Safety
- Some experience in a front of house role
- Experience of customer service

Skills and Personal Attributes

- Smart and well presented with a high standard of personal hygiene, grooming and general physical fitness.
- Excellent communication skills with a good verbal and written command of English.
- Strong interpersonal skills showing an ability to communicate readily and easily interacting with a variety of people, from adolescents to the very elderly.
- Possess and demonstrate active listening skills.
- Exceptional customer service skills, responding to queries with tact and diplomacy and be prepared to respond to varied demands at short notice, whilst remaining calm.
- Be able to demonstrate good organisational skills.
- Committed with high personal performance standards.
- Enthusiastic and professional attitude towards work.
- Self-motivated, reliant and punctual.
- Able to work as part of a busy team.
- Awareness of the need to maintain confidentiality.
- Possess, or be prepared to develop a good knowledge of etiquette, relating to the College.

Willingness to take a flexible approach to work duties, working a mixture of late, early and weekend shifts special functions as requested and to cover staff sickness.

Physical/Special Requirements

- This is a hand-on role which involves lifting and carrying plates, food, drinks, food trays, tables and chairs.
- A uniform is provided.

EMPLOYMENT DETAILS

Rate of Pay: £26,435 per annum plus a shift allowance of £3,172 (total £29,607).

Contract type: Permanent.

Hours: 75 hours per fortnight excluding unpaid breaks, worked on a shift basis.

Holiday: 33 days including 8 public holidays.

Probationary Period: Four months.

Meals: Free lunch is provided for staff whose duties cover this period.

Pension scheme: A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.

Private Health Care: The College provides health care currently through membership of Aviva. Membership of a dental care scheme is also available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility. This is a taxable benefit.

Gym: Membership of the College gym is available for a modest fee. Inductions are compulsory.

Sports & Social Club: The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.

Employee Assistance: The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.

Access to College: The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.

Cycle to Work Scheme: There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, maximum limits apply.

College Punts: Use of college punts at a subsidised rate.