VACANCY: Conference and Food Services 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

An opportunity has arisen for a Conference and Food Services Assistant to join our team at Wolfson College. The College has a passion for delivering a very high standard of service. We now require a Conference and Food Services Assistant with the commitment and experience to work in our team delivering excellent service to our customers. The successful candidate will have good organisational skills, be a good team-member with the ability to make decisions, whilst maintaining a very high level of customer care.

HOW TO APPLY

Please complete a Wolfson College Application Form and send it, with a covering letter, setting out why you feel you are suitable for this role, to arrive by midday on Monday 16 October 2017, to:

Mrs Sally Cullen (ref. Conference and Food Services Assistant)
Personnel Manager
Wolfson College
Barton Road
Cambridge CB3 9BB

or by email to: jobs@wolfson.cam.ac.uk

You can download the Application Form from the Wolfson College website at www.wolfson.cam.ac.uk/jobs

TERMS AND CONDITIONS

Salary: £17,633 per annum, paid monthly

Benefits: Membership of the NOW: Pension scheme (www.nowpensions.com)
25 days’ holiday per year, plus public holidays
Meals on duty
Free parking
Uniform
Use of the gym
Use of the Library
Membership of a healthcare cash plan
The College operates a childcare voucher scheme for staff
Cambridge University offers a subsidised staff accommodation rental scheme to University and College employees

Days/Hours: 40 hours per week, working a mixture of early, late and occasional split shifts (including evenings). Due to the nature of the role the successful applicant will be expected to work weekdays, weekends and some Bank Holidays on a rota system (5 days out of 7).
Terms of appointment: The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by two weeks’ notice on either side. Following the successful completion of the probationary period, the period of notice would be two months on either side.

Wolfson College is an Equal Opportunities Employer
JOB DESCRIPTION

Job title: Conference and Food Services Assistant

Responsible to: The Food Services Manager
The Domestic Bursar has overall responsibility for the department

Job role: The Conference and Food Services Assistant will be responsible for the setting up and service of all conferences, meetings, workshops and seminars. They will set up and serve all refreshments breaks, including lunches and dinners, either on their own or with a colleague. They will be responsible for the setup of all AV equipment and of trouble-shooting any problems that may arise (training will be provided). The Conference and Food Services Assistant would be expected to help in all other areas of food services when the need arises.

Duties and responsibilities

Conference Duties:
- To set up all conferences, meetings, workshops and seminars to the specification set by the Food Services Manager.
- Maintenance and set up of all AV equipment (training will be given).
- Set up and service of refreshment breaks and lunches.
- Setting out the rooms to the standard required by the Food Services Manager with the correct Wolfson College material.
- Help set up of all other college events and cafeteria, when needed.
- To assist where necessary on all college events.

Food and Beverage Service:
- Provide professional, polite, efficient and timely service at College and commercial conferences and events, and in the College cafeteria.
- Preparation and service of all food and beverages at College and commercial conferences and events, and in the College cafeteria.
- Ensuring that consistently high standards of service are maintained, taking every opportunity to improve standards whenever possible.
- 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.

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.
- Take part in the annual College Staff Review process.
Person Specification: Conference and Food Services Assistant

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### Qualifications, Experience and Background

- Experience of professional food and conference service
- Formal qualification in Food Service
- Current level 2 Food Hygiene certificate
- Knowledge of current Food Safety and Health and Safety legislation

### 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 include evenings and weekends
- Experience in a College catering environment
- Knowledge of working with electronic point of sale equipment
- Knowledge of setting up AV 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