VACANCY: 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

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 arrive by 9:00am on Monday 11 September 2017, to:

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

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

TERMS & 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

Hours: 40 hours per week averaged across a month, working a mixture of early shifts and late shifts (including evenings). Due to the nature of the role the successful applicant will be expected to work weekdays, alternate weekends and some Bank Holidays on a rota system (5 days out of 7).

Holidays: 25 days' holiday per year plus public holidays.
Of the 25 days' holiday, the College schedules 3-4 days in December for all staff, and 5 days in August for Catering staff.
Attendance is normally required on public holidays 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 month'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 Service Assistant

Department: Food Services

Reporting to: Food Services Manager

The Domestic Bursar has overall responsibility for the department, and the College Officer with overall responsibility for staff is the Bursar.

Department: The full-time Food Service Assistants are responsible for supervising the casual staff working in the Cafeteria when the Cafeteria Supervisor is not present, especially at weekends.

Main responsibilities:

- Preparation of cafeteria for College meals: breakfast, supper, lunch and brunch.
- Service of hot food items in cafeteria.
- Use of electronic till.
- Clearing the cafeteria after service and cleaning for subsequent use.
- Using plate-washing machine as required.
- Making and serving teas and coffees and refreshments for functions.
- 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.
- Supervision of part-time and temporary cafeteria staff.
- Maintain high standards of personal hygiene and food safety.
- Assist the Butler in setting for, and serving, formal functions and meals.
- 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:

- 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 Cafeteria Supervisor, 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.
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
- 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

### 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