



**University of Brighton**

## **JOB DESCRIPTION**

**Job title:** Food on Campus Assistant

**Post number:**

**Reports to:** Food on Campus Duty Manager

**Department/School:** Student Operations and Support

**Location:** Brighton/Eastbourne

**Grade:** 1

### **Purpose of the role**

Working as part of a rota system, this role will provide support in both front and back of house areas within the university's hospitality service. To assist the provision of a high-quality food and beverage service ensuring customer expectations are consistently exceeded.

**Line management responsibility for:** N/A

### **Main areas of responsibility:**

- To carry out general front of house service duties, as prescribed by the Duty Manager with a focus on providing excellent customer service with the understanding that all customers are treated the same. This will include operating till registers and processing payment transactions in line with policy and procedure.
- To operate a range of simple machinery associated with hospitality and food provision such as dishwashers.
- To carry out general back of house duties including basic food preparation, assisting the chef when required and undertaking appropriate cleaning duties in line with regulations.
- To accept, check in and store correctly, all stock deliveries and assist with maintaining stock levels and ensuring stock rotation.
- Prepare and deliver hospitality requests to varying locations.
- Maintain a predetermined standard of cleanliness and hygiene within the outlet. To follow the Food Safety and Health and Safety Policy guidance in relation to working practices. To report any issues such as equipment breakdown to line manager.

## **General responsibilities**

These are standard to all University of Brighton job descriptions.

- To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
- To adhere to the University's Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
- To work in accordance with the Data Protection Act 2018 and UK GDPR.

## PERSON SPECIFICATION

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A)**, at interview **(I)** and in some instances through an exercise **(E)**.

Essential criteria		A, I, E
<b>Knowledge, skills, and abilities</b>	• Experience and awareness of customer service with the ability to respond to customer queries	A, I
	• Ability to work as part of a team and identify when to support colleagues and also able to use own initiative	A, I
	• Ability to operate tills and follow payment transaction policy procedures	A
	• Able to work flexibly between duties, shift times and locations	A, I
	• Knowledge of the importance of high standards within a hospitality environment	A, I
<b>Experience</b>	• Previous experience in a customer facing role	A, I
	• Previous experience working in a busy hospitality environment as part of a diverse team both back and front of house	A, I
<b>Physical demands and/or other requirements</b>	• This is a physical role which will require lifting and moving of goods or equipment and standing for long periods of time	I
	• The role may require travel to other university sites	I
<b>Qualifications</b>	• Food hygiene certificate or the willingness to work towards one	A, I

## ADDITIONAL INFORMATION

- Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
- The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the 'Balancing Working Life' section on our website here: [Benefits and facilities](#).

- Annual leave entitlements are shown in the table below and increase after 5 years' service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

	<b>Annual entitlement per grade</b>	<b>Grades</b>	<b>After 5 years' service</b>
1-3	23 days	1-3	28 days
4-7	25 days	4-7	30 days
8-9	27 days	8-9	30 days
Band 10 and above	30 days	Band 10 and above	30 days

- More information about the department/school can be found here [Professional Services Departments](#) or here [Academic Departments](#).
- Read the University's strategy here [University strategy 2019–2025 \(brighton.ac.uk\)](#)
- The University has an attractive range of benefits, and you can find more information about them on our [website](#).

Date: **August 2021**