

Job Description

Job Title	Bank - Service Assistant £12.71ph	Code	CATBANK1
Subject/Service Area	Catering Department		
Reports to	Duty Supervisor / Commercial Operations Manager		
Accountable To	Head of Catering, Conferencing & Sports		

Purpose of Job

To provide ad-hoc support to the day-to-day operations of its multi-award-winning food and drink services at either the Hope Park or Creative Campus. The Service Assistants will deliver high-quality customer service, operate till systems, work on the bar, and perform basic food and barista coffee preparation. The role also involves maintaining strict cleanliness and hygiene standards in accordance with COSHH and HACCP regulations, assisting with stock management, and delivering hospitality or waited service for university events and gala dinners.

As an essential face of the university's catering outlets, the ideal candidate must demonstrate a positive "can-do" attitude, excellent communication skills, and the ability to build strong relationships with students, staff, and VIP guests. The position requires a flexible, collaborative team player who can remain calm under pressure and solve problems proactively. Ultimately, the purpose of this role is to contribute to a welcoming, efficient environment while maintaining the university's strong reputation for outstanding hospitality and service excellence.

Key Tasks / Responsibilities

- Deliver a high standard of customer service, ensuring a welcoming and positive experience for all customers.
- Operate the point of sale (till) system accurately, including cash handling and processing card payments.
- Prepare service areas before, during and after service to ensure they are clean, organised and fully stocked.
- Prepare and serve basic food and beverages including bar service in accordance with food safety and quality standards.
- Carry out routine cleaning duties, maintaining high standards of hygiene and cleanliness in line with food safety requirements.
- Receive, replenish and monitor stock levels, reporting shortages and assisting with stock rotation where required.
- Provide table and waited service in catering outlets and hospitality events as required.
- Deliver hospitality services for meetings, conferences, functions and other University events, ensuring professional standards are maintained.
- Comply with all Health and Safety, Food Safety, COSHH and University policies and procedures, reporting hazards or incidents promptly.

- Resolve routine customer queries and complaints professionally, escalating issues where appropriate.
- Work collaboratively as part of the catering team, adapting to changing priorities and supporting colleagues across different catering operations as required.
- Maintain flexibility to work across a range of catering outlets, hospitality services and operational activities to meet business needs.
- Undertake any other reasonable duties commensurate with the grade of the post as required.

Work Performed (relating to key tasks)

Customer Service

- Deliver a professional, friendly and efficient service to students, staff, visitors, commercial customers and VIPs.
- Serve customers promptly and courteously, ensuring service standards are maintained during busy periods.
- Build and maintain positive working relationships with customers and colleagues.
- Respond to customer enquiries and resolve routine issues, escalating where appropriate.

Cash Handling and Till Operation

- Operate the EPOS/till system accurately and in accordance with University procedures.
- Check and reconcile cash floats at the beginning of each shift.
- Complete required PCI compliance training and follow cash handling procedures.

Food and Beverage Service

- Prepare service areas to ensure they are clean, fully stocked and ready for operation.
- Prepare and serve beverages, including alcohol bars and barista-style coffee using semi-automatic espresso machines.
- Prepare simple food items using approved catering equipment and assist with basic food preparation within kitchen areas.
- Report any operational or service issues to the Supervisor promptly.

Cleaning and Food Safety

- Maintain high standards of cleanliness across catering outlets, kitchens, preparation areas and dining spaces.
- Clean equipment, crockery, cutlery and utensils using appropriate methods.
- Dispose of waste safely in accordance with HACCP requirements and University procedures.
- Use cleaning chemicals safely in accordance with COSHH regulations.
- Complete all required food safety, cleaning and due diligence records accurately.

Stock Control

- Maintain clean, organised storage areas and ensure food is stored safely in accordance with food safety standards.

Restaurant and Hospitality Service

- Provide efficient table service within catering outlets and hospitality events.
- Deliver hospitality services for meetings, conferences, functions and special events across the University.
- Ensure hospitality orders are delivered accurately and on time using the University's hospitality booking system.

Health and Safety

- Comply with all University Health and Safety, Food Safety, COSHH and HACCP requirements.
- Complete mandatory training and all required due diligence documentation.
- Report hazards, accidents and equipment faults promptly.

Service Excellence

- Demonstrate a positive, professional and customer-focused approach at all times.
- Adapt service delivery to meet the differing needs of customers while maintaining high quality standards.
- Act as an ambassador for the Catering Service by promoting an excellent customer experience.

Problem Solving and Continuous Improvement

- Use initiative to resolve day-to-day operational issues and remain calm under pressure.
- Identify opportunities to improve service delivery and contribute ideas to enhance the customer experience.

Team Working and Flexibility

- Work collaboratively with colleagues to support the effective operation of the Catering Service.
- Demonstrate flexibility by working across different catering outlets and hospitality functions as required.
- Respond positively to changing priorities and operational demands.

General

- Undertake any other duties commensurate with the grade of the post, as reasonably requested by management.

This List is in no means exhaustive and other related tasks can be added.

Materials, resources & equipment to be used
• Electronic Point of Sale (EPOS) tills and cash handling equipment. • Coffee machines and associated barista equipment. • Basic food preparation equipment, including panini presses, toasters, microwaves and other light catering equipment. • Commercial kitchen equipment and dishwashing machines. • Catering utensils, crockery, cutlery, glassware and serving equipment. • Cleaning equipment and chemicals in accordance with COSHH requirements. • Food thermometers and temperature monitoring equipment. • Stock, food products and hospitality supplies. • University hospitality booking and ordering systems, where applicable. • Personal Protective Equipment (PPE) appropriate to the role.
Qualifications / Experience Required
• Basic Food Hygiene Certificate • COSHH Training • Experience of working in a busy catering environment / Ability to learn

Regular contacts (internal / external)
University Staff Students VIPs Other Guests
Staff Reporting to Post holder
None

Name	G Pace
Title	Head of Catering, Conferencing & Sports
Signature	G J Pace
Date	07.10.26

Please complete and return to People Services

Thank you

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