



IMPACT

General Catering Assistant

Reference: R230071

Grade: 1

Salary: £19,898, per annum, pro rata

Contract Type: Permanent

Basis: Part Time (20 hours per week, 28.2 weeks per year)

Job Description:

Job Purpose:

Undertaking operational service within the unit, ensuring excellent customer service, by delivering product/brand quality, whilst maximising business revenue.

Main Responsibilities

Operational

- Ensure the delivery of production and service standards across the catering outlet.
- Undertake responsibility to ensure the consistent, effective delivery of the catering unit.
- Ensure the correct preparation of beverages and food products in line with food safety, health and safety, policies and procedures
- Transporting of goods from the main building to the unit
- Ensure the unit is always fully stocked and that orders of stock and general supplies are placed to ensure demands are continuously met. Reporting any stock shortages to the line manager for investigation.
- Ensure proactive promotion of the area including product sales to ensure financial targets are met.
- Responsibility for the handling of cash takings.
- Work and liaise effectively and supportively with all other Catering /Aston colleagues and departments in the interests of contributing to a professional work environment.
- Assist across the operational boundaries within Aston as and when agreed, in-keeping with the role and/or working development opportunities.
- On job training/coaching.
- The unit is an outdoor unit and will be open throughout the year in all weathers.

Development

- Maintain a 'continuous improvement' ethos for food sales across the unit, raising awareness amongst the team of product development and service initiatives, whilst identifying opportunities for improving revenue and profits where possible.
- Converse with customers to ascertain requirements and opportunities for the purposes of sales and delivering great customer service.

General

- Ensure that all personal actions are in line with the overall environmental aims of The University of Aston, undertaking all tasks in an environmentally sustainable manner - promoting environmental sustainability where opportunity presents.
- Always present themselves in a professional manner ensuring confidentiality at all times, to all stakeholders.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • Level 2 Food Hygiene qualification. 	Application form
Experience	<ul style="list-style-type: none"> • Demonstrable knowledge and skills of leading customer service excellence, including sound customer liaison skills, on a similar scope and scale. • Evidence of readily accepting individual accountability and effective use of initiative in leadership as a norm. 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> • Sound written communication skills commensurate with the requirements the post. • Excellent verbal communication skills. • Self-motivated and self-development outlook. • Ability to manage and prioritise own workload. 	Application form and interview

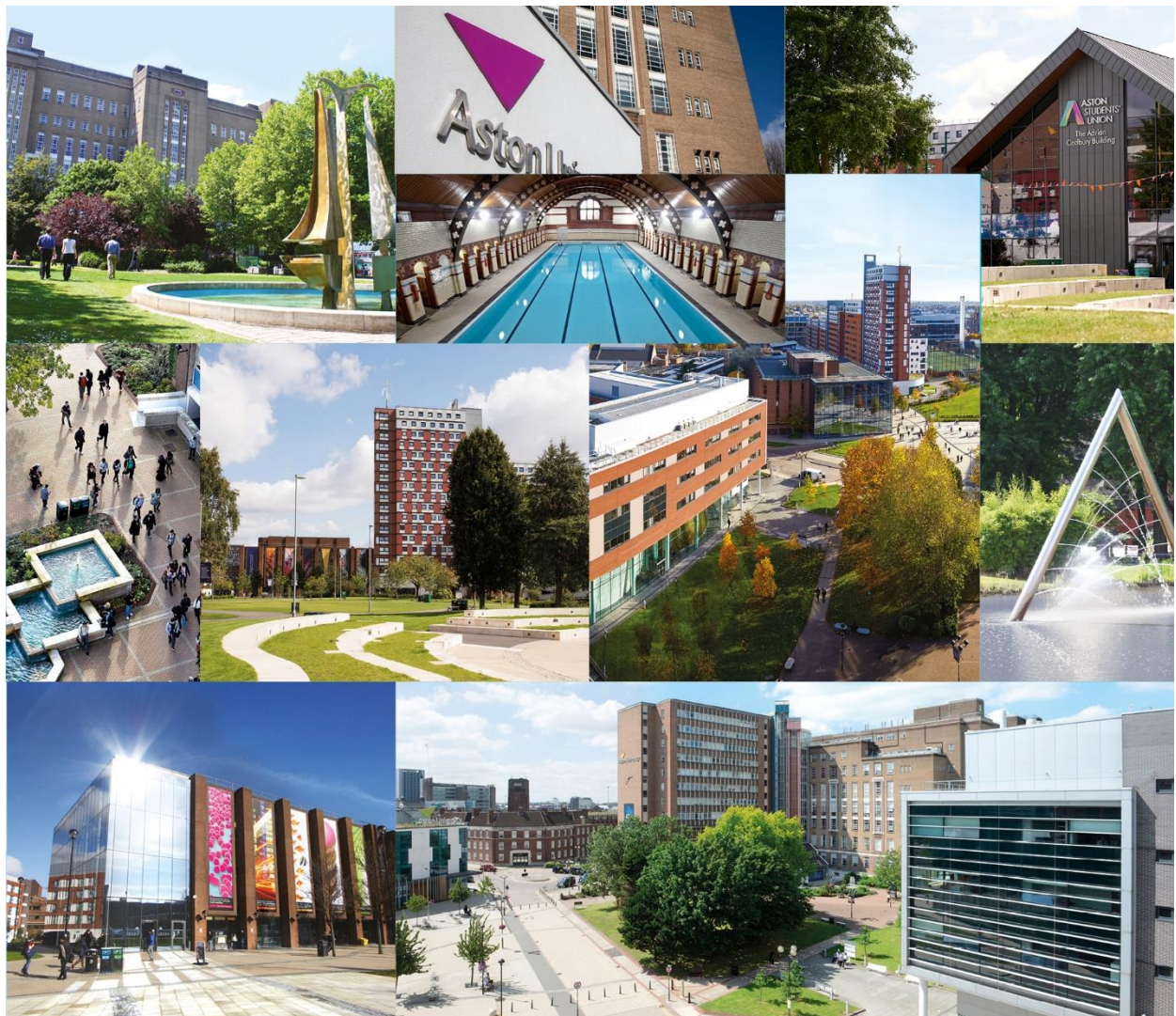
How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Kate Glynn

Job Title: Head of Catering Services

Email: k.glynn@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage

<https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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