Job Description

Job Title: Catering Assistant
Department: Conference and Catering
Reporting to: Catering Supervisor
Responsible for: N/A

Job summary: To deliver an efficient, friendly, quality service to our customers and to meet the catering needs of the College

Background
Homerton College was founded in the 18th Century, moved to its current location in 1894 and was granted a Royal Charter as a self-governing College of the University of Cambridge in 2010. Located within easy reach of the historic city centre and within 5 minutes of Cambridge mainline station, the College has over 1,000 students and a Fellowship of over 70. Nearly 700 students live on the site.

The College is set within 25 acres of landscaped gardens and parkland, and its conference and event facilities comprise a dedicated modern Conference Centre. Ample free on-site parking is also an attraction for conference organisers.

The Conference and Catering Department
Catering provides 12 servery meals per week: lunch and dinner, Monday to Friday, and lunch (or brunch) at weekends, although the Conference and Catering Manager will keep under review the services and service times for students. There is also a popular Buttery and a Bar which is manned by employed staff.

In addition Formal Hall is served every Tuesday in Full Term. The maximum capacity for Formal Hall is 250, and many Formal Halls reach this capacity. There are many other formal College meals throughout the year for which a high standard of catering and service is required, including: Graduate Formals Guest Nights, Governing Body Dinners, Matriculation Dinners, Charter Dinner, Alumni Reunion Dinner and Congregation and Graduation lunches.

The College has a thriving Conference business which represents an important source of income to the College. As well as the dedicated conference centre with 5 meeting rooms there are a further 22 flexible meeting rooms, 3 versatile dining rooms and over 500 en-suite bedrooms available for letting during the vacations. Catering includes lunches and dinners for conference guests, BBQs, breakfast service during vacations, Christmas parties and marquee events. The catering department also provides refreshments for a wide variety of functions and meetings, both College events and private events.

The Conference and Catering Manager is charged with maximising the contribution to overheads from these various strands of catering service by controlling costs firmly and setting prices appropriately. The Conference and Catering manager is expected to analyse the business of the catering operation very closely and on a regular basis, and to make any changes necessary to ensure the contribution to overheads is maximised.

At present the College Bar and Buttery is used as a social space by the students and is the JCR. Conference and catering staff work with the students to support and maximise opportunities for academic and social events.
Key result areas:

1. Supervision
   - To assist with maintaining standards within the Conference and Catering department
   - Ensure that customers experience high levels of service and hygiene
   - Uniform and standards of appearance are followed correctly.
   - Following financial regulations and cash handling procedures
   - Maintaining a safe working environment for self and colleagues
   - Participate in team meetings and maintain effective and meaningful communication with management and colleagues.
   - Maintain record of any complaints so that we can avoid these in future.

2. Food service
   - To ensure all areas are clean and tidy and appropriate levels of service equipment and cutlery is available at all times.
   - Ensure all foods are well presented and topped up.
   - To assist in training staff to have good product knowledge and to offer customer advice to meet their dietary requirements.
   - Display appropriate point of sale and merchandising.
   - To ensure the correct portion control is carried out.

3. Sustainability
   - Ensure our food policy and any relevant information related to improving the sustainability is communicated to staff and students
   - Be proactive in finding ways of reducing the carbon footprint of catering

4. Health and Safety

   All staff members are expected to observe all health and safety at work regulations as set out by Homerton College in accordance with its statutory obligations.
   - Ensure food safety procedures are adhered to.
   - Follow fire safety procedures.
   - Follow COSHH procedures.
   - Reporting of all accidents and near misses.
   - Safe use of machinery and equipment to minimise any risk of injury.
   - To promote good housekeeping and ensure public toilets are kept clean and fit for use and are monitored daily by the outlet team.
   - Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
   - Report any unsafe practices or broken machinery/equipment to the management team, so that remedial action can be taken immediately.

5. Operational Duties
   - To develop self to provide a high quality flexible service.
• To attend training courses as required.
• To attend meetings and follow up where appropriately with feedback to outlet team.
• To attend training courses as required.
• Be flexible with working hours especially during peak times to ensure that Catering deliver to agreed levels of expectation. This will include working any five days out of seven.
• To carry out any reasonable request made by the Management team.
• Assist in any building or facilities issues