



THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF CULTURAL INSTITUTIONS
JODRELL BANK CENTRE FOR ENGAGEMENT
DIVISION OF JBCE OPERATIONS
HOSPITALITY SERVICE ASSISTANT
Vacancy ref: CIX-030845

Salary: Grade 1: £23,363 per annum
Hours: Part time, 14 Hours (0.4 FTE)
Duration: Permanent
Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Amanda Lowndes, Cultural Enterprise Manager
Email: Amanda.lowndes@manchester.ac.uk

Job Description

Overall purpose of the role

Carry out day-to-day catering services for Jodrell Bank's Planet & First Light Café, under the guidance of the Café Team Leader, Café Retail Supervisor or Cultural Enterprise Manager as appropriate. Ensuring that agreed professional standards of customer service and hospitality are continuously delivered in an efficient, safe and hygienic manner in line with customer requirements.



Key Responsibilities, Accountabilities and Duties:

1. Carry out Retail Cafe, Barista and delivered catering services as required, to the agreed standards of technical service and hospitality in the Planet & First Café whilst also maintaining the required standards of professional presentation, safety and hygiene at all times
2. Assist with food preparation as abilities gained through appropriate training allow, to the agreed operational health & safety standards
3. Participate in maintaining Hygiene, Health and Safety relating to food production premises and services within the cafe, in line with agreed policy and procedure
4. Ensure that all areas are maintained in a safe, clean and hygienic condition at all times, through agreed cleaning standards
5. Perform pot washing and table clearing duties to ensure efficient operation of the café at all times
6. Undertake and ensure the hygienic disposal of food waste to the agreed standards
7. Undertake the safe keeping and maintenance of storage and preparation equipment to the required standards of hygiene and safety as agreed
8. Ensure, as agreed and as far as reasonably practicable, the safe keeping and maintenance of the equipment and machinery to the required standards of hygiene and safety
9. Monitor for any damage to any part of the premises, equipment, fittings or furnishings, to take any subsequent appropriate action to assist in preventing accidents or health hazards, and to report any such matters to a supervisor or manager without delay
10. Undertake cash handling procedures as agreed via training and instruction, ensure all tills/floats used are operated and accounted for to the agreed processes and standards
11. Assist with the receipt of goods deliveries and storage within the operational area, as abilities gained through appropriate training allow, to the agreed operational food safety management requirements
12. Assist with the ordering, production, waste management of goods, and with the periodic counting of stock, as agreed with the Café Team Leader, Café Retail Supervisor or Cultural Enterprise Manager
13. Complete lawfully-required 'due diligence' paperwork, as applicable, with regard to food safety & hygiene and general health & safety practices and for customer payment card security - PCIDSS [Payment Card Industry Data Security Standard]
14. Attend team presentations, demonstrations and instructional training, as and when agreed with the supervisor or manager, attaining and maintaining required knowledge and skills
15. Ensure that all personal actions are in line with the overall environmental aims of The University of Manchester, undertaking all tasks in an environmentally sustainable manner - promoting environmental sustainability where opportunity presents



Other

1. Take responsibility for the Radio Silence of visitors. Ask any visitors, in any areas of Jodrell Bank, who are observed using mobile phones to switch them off, explaining to them that this is necessary in order to protect the Science carried out at the site. Where necessary, enforce the switch-off in a non-confrontational manner. Where necessary, refer non-complying visitors to the Duty Officer.
2. Undertake training, both in house and externally to ensure that all duties are carried out to a high standard (including Health & Safety).
3. Contribute to team working within Jodrell Bank as First Aider and deliver first aid to visitors and staff if required.
4. Contribute to team working within Jodrell Bank's Centre for Engagement.

Person Specification – Essential Knowledge, Skills and Experience

Knowledge, Skills and Experience:

Work and Other Experience

Essential

- Experience of working in a café or retail café environment
 - Excellent customer service skills
 - Level 1 Key Skills / Working towards NVQ L1 in Hospitality-related subject
 - Level 2 Food Hygiene Qualification (formerly 'Basic' - may be attained within initial probationary period of employment)
- An awareness of basic service operating and customer care/service standards required within the role
- Basic knowledge of Health and Safety relating to the role

Desirable Attributes and Requirements:

- Level 2 Key Skills / working towards NVQ L2 in Hospitality-related subject
- Professional Team Leadership/Hospitality service skills gained in a similar environment
- An awareness of Health and Safety Issues through appropriate practice – including HACCP, COSHH, Manual Handling
- H&S qualification/training course completion
- Experience of working in a similar visitor attraction or other cultural venue



Personal

Essential

- Good oral communication skills, with a sociable, communicative manner
- Adequate written communication skills
- Ability to maintain an appropriate standard of appearance
- Good team worker
- Punctual and reliable
- A positive attitude towards busy hospitality services

Other

Essential

- Willingness and ability to work at weekends and Bank Holidays
- Acceptance that the use of Mobile Phones is completely forbidden for all staff at Jodrell Bank as it interferes with the research being carried out at the site.
- Jodrell Bank is in a rural location (20 miles from the main University campus) and has no public transport service so access to personal transport is essential

Reporting Structure for the Role

Working for the University of Manchester

The University of Manchester strives to make our community a welcoming, caring and enthusiastic one, fuelling ambition with opportunities and support to help us all achieve our personal and professional goals.

Our diverse job opportunities include an attractive [benefits package](#) with family-friendly policies that provide for flexible working. We care deeply about career and personal development, offering a structured induction programme for new staff, an annual performance and development review, staff training for all career stages and mentoring opportunities to support your career development.

We have a genuine commitment to [equality of opportunity](#) for our staff and students, and are proud to employ a workforce that reflects the diverse community we serve.

As a global institution, situated at the heart of a lively, [culturally diverse city](#), we welcome applicants of all nationalities. To help international job applicants plan for life in the UK, we have put together some useful [information on passports and visas](#), travel to the UK, accommodation and a number of other practical considerations.

