# THE UNIVERSITY OF MANCHESTER

# PARTICULARS OF APPOINTMENT

# PROFESSIONAL SERVICES

# Directorate of Estates and Facilities

# UMC LTD

**HOSPITALITY SERVICE ASSISTANT**

# VACANCY REF: PSX-023403

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| **Salary:** | £11.77 hourly rate |
| **Hours:** | Nil hours (working on an ‘as and when’ required basis) Monday to Sunday including evenings/weekends |
| **Duration:** | Permanent  |
| **Location:** | Manchester |

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**Enquiries about the vacancy, shortlisting and interviews:**

Name: Adam Woof (Operations Manager)

Tel: 0161 275 7715

Email: adam.woof@manchester.ac.uk

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**Overall Purpose of the Job**:

Undertaking hospitality services under the guidance of the Hospitality Service Manager (or supervisor, as appropriate), for the continuous provision of excellent facilities, product/brand quality and customer service & hospitality in an efficient, safe and hygienic manner, in line with the E&F strategic development and performance plan as applicable to the role, with particular reference to the H&E operation.

**Key Responsibilities, Accountabilities and Duties**:

Operational

1. Undertake hospitality services as required, to the technical service, hospitality and customer care standards across the various H&E service areas and outlets, whilst also maintaining the required standards of professional presentation, safety and hygiene at all times.
2. Ensure hospitality services are continually prepared and delivered in a timely and consistent manner to the agreed quality standards and/or Service Level Agreements (SLAs), as agreed amongst the team.
3. Ensure that operating and service areas are maintained in a safe, clean and hygienic condition at all times, through agreed cleaning standards.
4. 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.
5. Undertake and ensure the hygienic disposal of food waste to the agreed standards as Undertake the safe keeping and maintenance of storage and preparation equipment to the required standards of hygiene and safety as agreed.
6. Guide other colleagues as required, particularly those who are relatively new to the team or, for any reason, require additional support at work.
7. Participate in maintaining Hygiene, Health and Safety relating to hospitality premises and services within the outlet, in line with agreed policy and procedure.
8. Maintain own personal hygiene and professional appearance, including the wearing of agreed uniform, at all times in accordance with the agreed standards.
9. Assist with the ordering, production, waste management of goods, and with the periodic counting of stock, as agreed with the Hospitality Supervisor or Manager.
10. 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]
11. Participate with colleagues in convened staff forums across the organisation’s broader operation.
12. Work & liaise constructively & supportively with all other Directorate and University colleagues & departments in the interests of contributing to an effectively professional and professional work environment in pursuit of The University’s goals, continually building strong working relationships, mutual understanding and unity of skills and effort
13. Assist or work across the operational boundaries within the broad scope of the role as and when reasonably requested, in-keeping with mutually required good will and support for colleagues and departments across the University and/or with personal or role development opportunities

Development

1. Participate and support the implementation of the relevant strategy for the overall success of H&E alongside other colleagues as required, suggesting further improvement/development of operations & services as they may occur.
2. Liaise with H&E, E&F and other University colleagues as appropriate, establishing positive & proactive relationships towards the continuous development/improvement of operations and services, and the attainment of Key Performance Indicators (KPIS).
3. Support a ‘continuous improvement’ ethos where applicable, within day-to-day work activity or agreed initiatives and activities, in relation to both H&E and across the Directorate.
4. Participation in learning, training and other personal development /enhancing knowledge & skills, and duly applying/adapting to agreed best practice in the undertaking of duties.

General

1. 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 opportune.
2. Adhere to and support The University’s policies, procedures and requirements, and those of University of Manchester (UMC) Ltd, including those relating to Health & Safety, Equality Diversity and Inclusion, and Information Governance.

**Essential Attributes and Requirements:**

* Regulatory Framework (RFQ) Qualification at Entry Level, or other equivalent professional qualifications in hospitality and/or demonstrable professional skills and knowledge to the requirements of the post gained through relevant industry experience
* Level 2 (formerly Basic) Food Hygiene qualification (course provided)
* 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
* Sound written communication skills commensurate with the requirements the post
* Interpersonal/team orientation
* Excellent verbal communication skills, including with those for whom English is not their first language
* Evidence of readily accepting individual accountability and effective use of initiative
* Ability to manage and prioritise own workload in meeting requirements/deadlines on a similar scope and scale

**Desirable Attributes and Requirements:**

* A working knowledge of operational compliance for Health & Safety Regulations related to Hospitality business operations, including an up-to-date knowledge of the latest requirements
* Awareness of environmentally sustainability as it applies to the activities of a workplace and every employee
* Awareness of Health & Safety, Equality Diversity and Inclusion, and Information Governance they apply to the activities of a workplace and every employee