



Edge Hill  
University

THE TIMES  
THE SUNDAY TIMES

GOOD  
UNIVERSITY  
GUIDE  
2022

MODERN  
UNIVERSITY  
OF THE YEAR



## Catering Assistant x3

**Reference:** EHS0036-0922  
**Salary:** £20,735 per annum, pro rata  
Grade 2, Point 7  
**Contract Type:** Permanent 40 weeks per year  
**Hours:** Part Time (x2 26.25 hours per week & x1 31.25 hours per week)  
Flexible working 5 days over 7 on a rota basis  
**Location:** Ormskirk  
**Accountable to:** Commercial Services Manager  
**Reporting to:** Commercial Services Manager





## About Facilities Management

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 10 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m<sup>2</sup> of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

The FM **Mission** – *our purpose*

*“To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding student experience.”*

The FM **Vision** – *our aspirations*

*“To be recognized beyond the HE sector as a leading professional in-house FM service provider that adds tangible value and actively contributes to the core business – the attraction, recruitment and retention of students.”*

The FM **Values** – *guiding our decisions and our behaviour.*

*“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”*

- Put the customer first
- Be passionate about service
- Act as one team
- Demonstrate responsibility and ownership
- Be confident, receptive and willing to learn



## About the team

FM Catering Services provides a highly professional, integrated catering service providing food and drink to our staff, students and visitors to the University. The Catering Team and the services have over the last few years expanded in line with the growth of the University. This comprises of Sages Restaurant seating 150 people which is located within The Hub, a £13.5 million development which opened in September 2011 and seats over 500 people. A selection of coffee bars located around the campus, Waters Edge, a purpose built 150 cover bistro restaurants overlooking the lake. In September 2012, a bistro and bar facility opened in the expanded Performing Arts complex and a high-class restaurant overlooking the award-winning beautiful gardens.

Catering Service operates seven days a week, 51 weeks of the year, from 7.30am to 9.30pm.

## About the role

Reporting to the FM Catering Operations Manager, you will be part of a team responsible for dealing with all our customers, this would be working in any of our catering outlets to a high profile special event throughout the year.

FM Catering Services is a professional, customer focused, income-generating operation, which aims to provide excellence in catering provision for the University. This is achieved through the effective and efficient provision of high quality, value for money catering services to University staff, students and associated commercial hospitality business activities.

Catering is provided for Residential Students, Day Students, In-Service courses, Academic, Administrative and Ancillary staff, Conferences and Functions.

## About you

You will have demonstrable experience of working in a fast-moving catering operation, being able to demonstrate how your experience can complement our own in house services. You will have a good knowledge of standards and best practice within the catering sector and be an active and willing team member.

You will have good interpersonal skills, strong customer focus and drive for continuous improvement through our 'success through customer care' brand.

Most of all you share our commitment to providing the highest levels of customer service.



## Duties and Responsibilities

1. To take, assemble and dispense customer orders.
2. To undertake the cleansing of crockery, cutlery, cooking utensils and pans and to operate the dish washing machine.
3. To undertake cleaning duties of equipment and to the fabric of the building, within all catering areas, following cleaning schedules in operation and as instructed by senior staff.
4. The service of food, beverages and alcoholic beverages in any of the catering outlets at the University. To adhere to strict portion control.
5. The cleaning and clearing of dining rooms and service areas.
6. To prepare dining and service areas for the service of meals, snacks and beverages.
7. To assist with the production of meals, snacks and beverages.
8. To assist with the preparation of vegetables, salads and sandwiches.
9. To handle cash and operate the cash registers (EPOS) in line with departmental and financial regulation procedures.
10. To undertake the transportation of food and non-food items between various campus buildings.
11. To notify the Supervisor/Manager of any defects to the building and equipment.
12. To maintain high standards of hygiene and safety in accordance with Edge Hill University's policies and prevailing legislation. To adhere at all times to prevailing hygiene and COSHH regulations.
13. To anticipate customer needs and provide a friendly, efficient service, which encourages repeat trade.
14. Any other duties deemed reasonable and necessary to maintain the efficiency and effectiveness of Edge Hill University services and activities.

15. The keeping of some records appertaining to the post, for example, temperature records of front of house equipment.

### Corporate Responsibilities

1. Contribute to and serve, as appropriate, on internal committees, working and advisory groups.
2. Promote and facilitate cross-university and inter-disciplinary developments in support of the student experience.
3. Support the University's further development and respond to the needs generated by engaging a diverse student body.
4. Actively promote and support effective communications in all aspects of the work of the University.

The list of specific responsibilities is not exhaustive and other duties appropriate to the grade maybe added or substituted at any time.

### Personal Attributes

1. Demonstrate a positive, proactive and flexible approach in delivering a high-quality customer focused service.
2. Demonstrate flexibility by working any additional and unsociable hours necessary to maintain services and respond to fluctuations in business patterns and in support of colleagues and customers. A minimum of one weeks' notice will be given in such an event.
3. Adopt professional behaviours, attitudes and body language at all times, setting example for others.
4. Actively contribute to the development and delivery of a positive culture that safeguards the wellbeing of all members of Edge Hill community.
5. Actively participate in achieving the outcomes of the FM Vision and Values.



**In addition to the above all Edge Hill University staff are required to:**

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

## Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
<b>Qualifications</b>				
1.	Level 2 Food Hygiene Certificate or Equivalent	*		A
2.	Level 2 Health & Safety Certificate or Equivalent		*	A
3.	NVQ Level 1 in a Catering / Hospitality subject		*	A
<b>Experience and Knowledge</b>				
4.	Experience of large-scale catering (daily turnover of 500+ customers)	*		I
5.	Cashier / Till experience	*		A/I
6.	Experience of restaurant and function work	*		A/I
7.	Experience of working within a licensed premises		*	A/I
8.	Experience of Food Preparation and Service		*	A/I
<b>Abilities and Skills</b>				
9.	Working Knowledge of Health and Safety	*		I
10.	Knowledge of COSHH Regulations	*		I
11.	Excellent Customer Care Skills with a strong belief in customer satisfaction	*		I
<b>Personal Attributes</b>				
12.	Flexible and reliable to accommodate the needs of the service	*		I
13.	Good timekeeping	*		I





## How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

***Application > Shortlisting > Interview > Outcome***

For informal enquiries about this vacancy, you may wish to contact: Helen Connolly, Commercial Services Manager at [helen.connolly@edgehill.ac.uk](mailto:helen.connolly@edgehill.ac.uk)

*At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.*

