



Edge Hill
University

THE TIMES
THE SUNDAY TIMES

GOOD
UNIVERSITY
GUIDE
2022

MODERN
UNIVERSITY
OF THE YEAR



Chef

Reference: EH S0430-0523
Salary: £22,197 – £23,662 per annum, pro rata
Grade 3, point 11 - 14
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk
Accountable to: FM Kitchen Manager
Reporting to: Facilities Manager of Catering & Events





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 120,000m² 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 Kitchen Manager, you will be part of a team responsible for producing freshly prepared food using seasonal and quality ingredients. You will have day to day contact with our customers, this would be working in any of our kitchens, 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
- Functions

Catering is not subsidised, and firm measures of control are vital if the department is to achieve its targets.



About you

You will have demonstrable experience of working in a fast-moving kitchen environment and ideally within a contract catering or a la carte establishment, being able to demonstrate how your experience can complement our own in-house services and improve teamwork. 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.

Our principal duties include:

- Provision of effective catering services across multiple University catering outlets.
- Commercial hospitality e.g., to external conferences.
- Compliance with statutory, legislative and University regulations e.g. Food Hygiene, Health and Safety, Audit procedures etc.
- Effective and efficient control of catering stock and supplies.
- Catering projects and initiatives to improve Customer Satisfaction and income generation.

You will also be responsible for the supervision of up to two Kitchen Porters per shift dependent on the catering unit.

This post will also liaise closely with the Kitchen Manager regarding the Catering Team's obligations for financial control, regulation and audit etc.

Duties and Responsibilities

Personal Attributes

You will be expected to:

- Demonstrate a positive, proactive, and flexible approach in delivering a high-quality customer-focused service.
- Adopt professional behaviours, attitudes, and body language at all times, setting an example for others.
- Actively contribute to the development and delivery of a positive culture, which safeguards the wellbeing of all members of the Edge Hill community.





- Actively participate in achieving the outcomes of the FM Vision.
- To be able to 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. Demonstrate excellent Customer Care in dealing with all customers.

Corporate Responsibilities

- Contribute to and serve, as appropriate, on internal committees, working and advisory groups.
- Support the University's further development and respond to the needs generated by engaging a diverse student body.
- Actively promote and support effective communications in all aspects of the work of the University.

Specific Duties and Responsibilities

The role holder will deliver a specific range of Catering related control and support functions to ensure that the FM Department meets its obligations and development plans in a timely and professional manner. Duties may vary at times, according to needs of the service, and will include some or all of the following duties.

General Daily Duties

- Opening and closing of the catering kitchens
- Supervision of the cleanliness and safety of catering kitchens during your shift.
- Ensuring food hygiene legislation is adhered to throughout the shift and necessary records being maintained.
- Ensuring health and safety legislation is adhered to during shift and immediate action is taken if safety is compromised.
- Ensuring that you work with all the departmental procedures for Procurement, HACCP / Safer Food Better Business, H&S, Allergen Legislation
- Initially deal with customer complaints and requests and subsequently notify the Kitchen Manager
- To ensure the continuity of all daily services at a consistently high level across all our customer base and within the areas you are working.
- To work to agreed standardised recipes and menu cycles.
- To instruct catering assistants and supervisors prior to service about ingredients, allergens, and portion control of the dishes on offer.
- Monitor portion control, stock rotation and work within given targets for Gross Profit





- To oversee the day-to-day control of the kitchen in the absence of the Kitchen Manager
- To contribute to the production of the menus, which demonstrate flair, imagination and a commercial awareness that takes into account current trends in the catering industry and meets customer needs and preferences.
- To offer and support a range of mainstream menus to meet the individual dietary requirements.
- To purchase and requisition all food, drink, and consumables via an online electronic stock management system.
- To oversee and maximise the efficient and effective use of the kitchen porter labour and food production assistant, while working within overhaul budget targets designated by the Catering Manager and Finance.

Catering Initiatives

- Provide support to the Kitchen Manager in the development and implementation of catering specific initiatives to promote and improve income-generating opportunities for the University.
- Meet with the Kitchen Manager on a regular basis to assist in the review of service provision against catering performance indicators.
- To work with Caterings Sustainability Champion on the university wide Sustainability Group and actively support and monitor initiatives to reduce our impact on the environment.
- To contribute and support new projects across existing and new business opportunities.
- To assist in the design of menus and associated charging structures.

Customer Service

- Provide a professional, customer-focused service to our customers at all times.
- Provide FM Catering support e.g., answering catering related queries (via telephone, email etc.) responding to emails, general housekeeping in accordance with relevant service level agreements and performance indicators.
- Maintain appropriate communications with other FM service departments i.e., Customer Services, Campus Support, Property Services, and Housekeeping, to ensure Catering always delivers excellent customer service.
- Demonstrate high standards of customer service and ensure its continuation by all staff working around you.



Staff & Service Development

- Support and participate in the development of a comprehensive business plan/action plan.
- Contribute to the development of appropriate service level standards and performance indicators, which demonstrate continual improvement.
- Participate in the development and regular review of risk assessments and standard operating procedures for the catering service.
- Operate in accordance with both University-wide and departmental-specific policies and procedures.
- Delivery induction training and standard ongoing / refresher training to all Kitchen Porters and or casual / agency chefs.

This list of responsibilities is not exhaustive and other administrative and financial duties, appropriate to the grade, may be added or substituted at any time.

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) |
|---------------------------------|--|-----------|-----------|----------------------------------|
| Qualifications | | | | |
| 1. | City and Guilds 706/1/2 qualification, NVQ Level 2/3 or equivalent. | * | | A |
| 2. | CIEH – Food Hygiene level 3 or equivalent | * | | A |
| 3. | Level 2 Health & Safety or equivalent | * | | A |
| 4. | Level 2 – Allergy Awareness | * | | A |
| Experience and Knowledge | | | | |
| 5. | Previous work experience in a large-scale catering environment, e.g., a hotel or a high class a la carte restaurant | * | | S/I |
| 6. | Experience of working with a HACCP or Safer Food Better Business Procedure and Allergens. | * | | S/I |
| 7. | Experience of carrying out / recording risk assessments | * | | S/I |
| 8. | Experience of working to standardised recipes, observing strict portion control and maintaining highest standards of food production and service | | * | T/I |
| Abilities and Skills | | | | |
| 9. | Ability to plan effectively (e.g., menu planning skills) and flexible to meet the needs of the service | | * | S/I |
| 10. | Able to work on own initiative, independently as well as part of a team and under pressure while meeting deadlines and working to agreed standards | | * | S/I |
| 11. | Problem solving abilities | | * | S/I |
| 12. | Good inter-relational skills, including the use of appropriate language and behaviour with colleagues and customers | | * | S/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: Nichola Seddon, Catering Operations Manager, at seddon@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.

