



## Catering Assistant (Costa Coffee) Fixed-Term

### Job Description

<b>Faculty / Department:</b> <b>Campus:</b>	Estates Cauldon
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<b>Responsible to:</b>	Catering and Retail Manager
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<b>Responsible for:</b>	N/A
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<b>Grade:</b>	Salary: £17,189 per annum pro rata (Grade 1C, SCP 11)	<b>Hours:</b>	15.5 hours per week (0.42 FTE), fixed-term for 3 months
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#### Role Summary:

To work within our Gallery Costa Coffee outlet situated in our main reception area, delivering an exceptional branded coffee experience for our staff, learners and visitors, whilst providing an excellent customer service experience.

#### Main Duties and Responsibilities:

##### Work Processes and results

- To provide an excellent branded Coffee experience for staff, learners and visitors.
- To oversee and run Costa Coffee promotions at dedicated times of the year.
- To efficiently serve customers with a range of food and drink.
- To provide a consistently excellent standard of customer service for staff, learners and visitors.
- To monitor and control stock where required in a timely manner.
- Liaising with staff to ensure systems and procedures are followed for continued professionalism.
- With the Catering and Retail Manager, pro-actively identify opportunities for marketing and

promotions of Costa Coffee.

- Carrying out all the above duties in the context of the practical application of the College's Equal Opportunities Policy and acting responsibly at all times in order to maintain the health and safety of yourself and others.

### **Team Work**

- To work closely with the other Departments, as well as with partner agencies.
- To successfully work as part of the Catering team.

### **Communication / Documentation**

- Communicate effectively across a wide range of audiences.

### **Personal Development / Performance**

- Demonstrate a commitment to continuing Personal/Professional Development.
- To undertake, where necessary, relevant training for the post in order to perform to the required standard.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

### **Equality, Diversity & Inclusion, Health and Safety and Strategy**

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

### **College Values**

- To demonstrate and uphold the College's values, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College and inclusive environment in which to learn and work.

### **Safeguarding of Children and Vulnerable Adults**

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges.

To attend relevant and associated training, as required.

**General Data Protection Regulation and Data Protection Act 2018**

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

*This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the postholder.*

*These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the postholder.*

*This Job Description and Person Specification is accurate as at (July 2021). In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.*



Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

## PERSON SPECIFICATION

### Catering Assistant (Costa Coffee)

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
<b>Qualifications/ Education/ Training</b>	<ul style="list-style-type: none"> <li>Level 2 in Maths or English (GCSE or equivalent), or a willingness to obtain these qualifications at the College.</li> </ul>	A	<ul style="list-style-type: none"> <li>Level 2 Health and Safety Qualification</li> <li>Level 2 Health and Safety Qualification (COSHH-related)</li> </ul>	<p>A</p> <p>A</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Recent and relevant experience in a busy, fast-paced customer service role.</li> </ul>	A, I	<ul style="list-style-type: none"> <li>A minimum of 2 years' experience in a catering role.</li> <li>Experience of working within an educational setting.</li> </ul>	<p>A, I</p> <p>A, I</p>
<b>Skills/ Aptitudes/ Competences/</b>	<ul style="list-style-type: none"> <li>Ability to work in fast-paced environment, meeting multiple deadlines within set timescales.</li> <li>Good communication skills.</li> <li>Ability to provide an effective, proactive, customer-focused service to our customers.</li> <li>Committed team player.</li> <li>Professional and</li> </ul>	<p>A, I</p> <p>I</p> <p>A, I</p> <p>A, I</p>		

Vacancy number: 1979

	polite with customers providing a quality service.	A, I		
<b>Other</b>	<ul style="list-style-type: none"><li>• Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties.</li></ul>	I		