

# Catering Assistant Role Profile

SUSU is **here to enrich the life of every student.**

Your role in contributing towards achievement of this vision is described below.

## Main Purpose of Role:

- 1) Provide a fantastic customer experience by delivering our kitchen operations to the expected standards and helping to ensure effective stock control.
- 2) Ensure food is always presented to the agreed standards.
- 3) Ensure compliance, health and safety and food hygiene procedures are delivered

**Responsible to:** Deputy Venues Manager (Food)

**Responsible for:** N/A

**Grade:** Grade 1

## Main Duties of the Role

**Provide a fantastic customer experience by delivering our kitchen operations to the expected standards and helping to ensure effective stock control.**

- Ensure all food dishes are produced and served as per SUSU standards and specification.
- Assist in the delivery of food led events as well as day to day service.
- Resolve customer queries and complaints, dealing with customers in a courteous and professional manner, escalating issues where necessary.
- Ensure that wastage is kept to a minimum and that it is recorded correctly.
- Assist in carrying out stock takes.

**Ensure food is always prepared and presented to the agreed standards.**

- Ensure all dishes are prepared to the standards laid out in the standard operating procedures. If for any reason they can't be, escalate to management.
- Follow the cooking instructions as per the standard operating procedures and check that all food meets safe serving temperatures.
- Feedback to the management team any quality issues that are found with ingredients and any feedback from customers about the dishes.

**Ensure compliance, health and safety and hygiene procedures are delivered**

- Ensure that all operations areas are clean and tidy and maintained to a high standard.
- Assist with the monitoring and recording of relevant compliance, health and safety and hygiene areas.
- Ensure that the opening and closing procedures are carried out as required, ensuring that the premises are correctly secured.

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- Ensure all food is correctly stored, labelled and all official documentation is completed as per SUSU standards
- Ensure stock is rotated and used within the 'use by date'
- To possess or be willing to undertake food hygiene level 2 certificate.
- Ensure all equipment is used following the appropriate procedures, seeking assistance or additional training if necessary. Never use a piece of equipment without first being trained in its safe use.

## You will contribute to the overall effectiveness of the SUSU by;

- Participating in and driving personal learning and development.
- Attending all meetings and training events, as required.
- Ensuring that statutory and legal obligations are met.
- Supporting the implementation of the Union Strategy, promoting our aims and values through the goals of the department.
- Adhering to the SUSU policies, in particular Health & Safety, EDI and safeguarding.

## Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Have, or be prepared to obtain, Food Hygiene Level 2	X	
Understanding of health and safety and food hygiene issues in a catering operation		X
Understanding and appreciation of excellent customer service skills	X	
Understanding of stock control systems and ability to implement them		X
Experience within a catering outlet or similar commercial operation, demonstrating ability to multi-task		X
Good communication skills and the ability to follow written and verbal instructions	X	
Experience of working within a team	X	
Commitment to, and knowledge of, equal opportunities – including inclusivity and access issues	X	
Commitment to, and passion for, the values and purpose of a Students' Union	X	
Commitment to, and an understanding of, Equality & Diversity, Ethical & Environmental issues and Health and Safety	X	
Computer literacy – email, EPOS systems and tills		X

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## Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



### We are **Responsible**

We are accountable for our **decisions**

We stand up for others and challenge **unfairness**

We recognise the importance of the **climate crisis** and constantly try to become more environmentally sustainable in all our practices



### We create **Community**

We create opportunities for all students to feel part of a **wider community**

We make sure our spaces and activities make all students feel **they belong** here

We work to help all students **feel safe**, able to express themselves and participate fully



### We are **Supportive**

We will always be here for students, **ready to help** when necessary

We empower students to **develop skills**, find solutions and make change

We make sure the **student voice is heard** in all areas that affect the student experience