

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

Produced by:
Resourcing Team
Human Resources
University of Essex
Wivenhoe Park
Colchester CO4 3SQ
United Kingdom
Tel: +44 (0)1206 873521/874588
Email: resourcing@essex.ac.uk



University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

Data Protection: UECS shares recruitment data with the University of Essex who provide human resources services.

Job Description – Job ref: REQ00273

Job Title and Band:	Catering Assistant
Contract:	Full time permanent, (term-time only) 38 hours per week Part time permanent, (term-time only) 30 hours per week
Hours:	30 hours per week (28 weeks per year) 38 hours per week (28 weeks per year)
Responsible to:	Assistant Director UECS Operations
Reports on a day to day basis to:	Unit Manager
Purpose of job:	To provide customers with an excellent level of service, whilst maintaining high standards of work at all times

The duties of the post, some of which will require physical effort such as standing for long periods, will include some of the following:

1. Light cooking duties / Food preparation
2. Continual re-stocking of Catering Units to ensure sales are maximised
3. Operating catering equipment
4. Ordering of stock via stores for the following day
5. General cleaning at end of session including equipment, tables, and customer areas
6. Serving customers and operating a till
7. Any other duties as may be assigned from time to time by the Assistant Director UECS Operations or his/her nominee.

The post holder is required to:

8. Attend training sessions as required;
9. Adhere to procedures and methods as laid down by the University;
10. Be aware of individual responsibilities under the Health and Safety at Work Act, and observe safe working methods at all times;
11. Maintain good relations with customers and colleagues, being professional and courteous at all times;

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances and do not form part of the contract of employment.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit: <http://www.essex.ac.uk/hr/uecs/>

PERSON SPECIFICATION

JOB TITLE: Catering Assistant	POST: REQ00273
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Qualifications /Training	Essential	Desirable
▪ Possess the Basic Food Hygiene Certificate or equivalent	X	
▪ Experience/training in customer care practices		X

Experience/Knowledge	Essential	Desirable
▪ Experience of food preparation		X
▪ Previous experience in the service industry		X
▪ Experience of cash handling		X

Skills/Abilities	Essential	Desirable
▪ Good communication skills	X	
▪ Excellent customer service skills	X	
▪ The ability to work as part of a team	X	
▪ A flexible approach to work	X	
▪ The ability to prioritise tasks	X	
▪ Good basic numeracy skills	X	
▪ The ability to maintain high standards of health, hygiene and food presentation	X	
▪ Awareness of individual responsibilities under the Health and Safety at Work Act, observing safe working methods at all times	X	

Other	Essential	Desirable
▪ Honesty and reliability	X	
▪ Ability to undertake the physical aspects of the post	X	
▪ Meet the University Food Handler Health clearance requirements	X	
▪ Ability to meet the requirements of UK 'right to work' legislation*	X	

* UECS Ltd has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post.

University of Essex Campus Services Limited

Additional Information

Benefits

<ul style="list-style-type: none"> • competitive salaries 	<ul style="list-style-type: none"> • training and development
<ul style="list-style-type: none"> • childcare facilities/vouchers 	<ul style="list-style-type: none"> • generous holiday scheme

Campus Services will focus on 5 core principles:

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.
4. To champion a team culture with succession planning and remuneration firmly anchored on performance.
5. To deliver annual growth in surplus for the University of Essex.

Campus Services

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University.

Some business units within Campus Services – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

Accommodation Essex

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

You can find more information about the department at the following link <http://www.essex.ac.uk/accommodation/>

Essex Sport

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million Evolve gym and fitness rooms. At the Southend Campus there is the Evolve Gym and a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

Wivenhoe House Hotel

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

Essex Food

Through their many catering outlets and delivered hospitality service, Essex Food provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

Event Essex

Event Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

Print Essex

Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

Wivenhoe Park Day Nursery

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Wivenhoe Park Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

everythingEssex

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is available on the **everything Essex** outlet at the Colchester campus or on-line at <http://www.essex.ac.uk/everythingessex/>

Further information on Campus Services can be found via www.essex.ac.uk/uecs.

University of Essex Campus Services Limited

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

General Information

Informal enquiries may be made to Helena Newton, Deputy Head of Accommodation (Administration and Systems) (telephone: 01206 873112 e-mail: hnewton@essex.ac.uk). However, all applications must be made online.

No Smoking Policy

University of Essex Campus Services Limited has a No Smoking policy.

The University of Essex – a profile

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, we have grown in both reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into four faculties – Humanities, Science and Health and Social Sciences.