



JOB DESCRIPTION

Job Title:	Kitchen Based General Assistant (Generic)
Department / Unit:	Commercial Services
Job type	Professional Services
Grade:	2
Accountable to:	Head Chef ,Sous Chef, Chef de Partie
Accountable for:	n/a
Purpose of the Post	
To assist within the catering department with the effective delivery and service of food, in accordance with instructions from the line manager, adhering to established standards and procedures.	
Key Tasks	
Role Specifics <ul style="list-style-type: none"> • Work in the kitchen area of the assigned outlet, carrying out preparation in line with the menus set, ensuring the taste and presentation of all food delivers a "wow" factor to customers. • Take responsibility for ensuring the food produced during your shift meets the required quality standards. • Work effectively on tasks requested, with supervision and training provided, and do not undertake any jobs without guidance. • Ensure daily cleaning is completed to the standards of the cleaning schedule. 	
Day to Day <ul style="list-style-type: none"> • Assist in the kitchen, producing and delivering recipes on the counter at the required times for counter/banquet service. • Organize your workspace efficiently and complete tasks on the daily work schedule within the allocated time. 	
Operational <ul style="list-style-type: none"> • Ensure all food produced follows the recipe and has been tasted by yourself or a colleague, adjusting to correct levels prior to being delivered to the counter. • Complete any preparation tasks as guided by the line manager. 	
Financial <ul style="list-style-type: none"> • Engage in food preparation while minimizing wastage. 	

Legislative/Compliance

- Strictly adhere to hygiene regulations and maintain safe systems of work at all times in line with statutory requirements.
- Ensure all work areas, storage areas, and equipment under your control are clean, tidy, and comply with food safety, health, and hygiene standards.
- Be responsible for your own health and safety and for those around you, demonstrating safe manual handling techniques at all times

Customer Focus

- Maintain positive and enthusiastic communication with customers, colleagues, and managers within your unit and other units.
- Understand your colleagues' roles and responsibilities and cooperate with them, keeping customer focus at the core of your actions.
- Promptly report any complaints to the line manager.

Administration

- Ensure accurate completion of Section Cleaning Schedules, Temperature Records, and Kitchen Control Sheets as required. All administration will be completed either manually or using a computer.

Demands of the Role

- Ensure compliance with University policies and procedures.
- Be aware of University and Departmental Values and Objectives and support their achievement.
- Familiarize yourself with all University policies and procedures and ensure they are adhered to daily.

Other Duties

The duties listed are not exhaustive and may be varied from time to time to meet the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any location where Royal Holloway conducts its business

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

Front of house Manager and staff
Conference Team
Commercial Services Maintenance Team
Health and Safety Team
Student Union Representatives

Person Specification

Person Specification:			
	Essential	Desirable	Tested By (App Form, Interview, etc.)
Qualifications			
Good standard of education to GCSE level	Yes		App Form
Food Safety HACCP Level 2		Yes	App Form
Health and Safety (minimum level 2)		Yes	App Form
COSHH Principles Level 2		Yes	App Form
Food safety Level 2		Yes	App Form
Experience			
To have had experience working in catering establishments		Yes	App Form
Skills, Knowledge			
Good command of reading, writing and numeracy	Yes		Practical Test
To have a good standard of knowledge of Food	Yes		Interview
Passion about food and innovation	Yes		Interview
Confident communicating with customers and clients in an engaging way	Yes		Practical Test
Attitude			
Take pride in your work	Yes		Practical Test
Team player	Yes		Interview
Self-motivated	Yes		Interview
Willing to undertake training as required	Yes		Interview
An understanding of the principles of equality, diversity, and inclusion	Yes		
Circumstances			
Flexible approach to working hours including weekends and evening as necessary	Yes		App Form
Clean Driving Licence		Yes	App Form