



JOB DESCRIPTION

Job Title:	Kitchen Porter (Generic)
Department / Unit:	Commercial Services
Job type	Professional Services
Grade:	2
Accountable to:	Head Chef, or Nominee
Accountable for:	Not Applicable
Purpose of the Post	
To support the catering department in the efficient delivery and service of food, following the head chef's instructions and adhering to established standards and procedures.	
Key Tasks	
<p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Perform all cleaning tasks according to the Kitchen Cleaning Schedule. • Collect used crockery, cutlery, and waste from designated collection points within the restaurant. • Assist in the preparation of vegetables as required, using machines only when properly trained. • Ensure the segregation and disposal of waste in compliance with current waste management legislation and client requirements. • Maintain and ensure the refuse area is kept tidy. • Collect and distribute stores, and prepare food and beverages as directed. • Suggest areas for improvement and take corrective action as needed. • Carry out any other reasonable instructions from the line manager. 	
<p>Operational / Customer Focus:</p> <ul style="list-style-type: none"> • Ensure strict adherence to all hygiene regulations and maintain safe systems of work in line with statutory requirements. • Take responsibility for the storage of food and related non-food supplies according to the operational procedures set by the University. • Maintain accurate reading and recording of all refrigerator and freezer temperatures in compliance with policies, procedures, and legislative guidelines. • Communicate positively and enthusiastically with all customers, colleagues, and managers within your unit and other units. 	

- Work flexibly as part of a team across multiple units, supporting team members to achieve team goals while maintaining customer focus at all times.
- Promptly report any complaints to the Head Chef or Outlets Manager.
- Accurately maintain recording systems as per established operational standards and procedures.

Legislative/Compliance:

- Comply with all health and safety legislation and procedures, including University HACCP systems and COSHH regulations.
- Ensure all work areas, storage areas, and equipment assigned to you are clean, tidy, and compliant with food safety, health, and hygiene standards.
- Take a responsible approach to health and safety, managing risks or reporting them to line management as appropriate. Report and follow up on equipment maintenance to ensure the smooth running of operations.
- Demonstrate awareness of University and Departmental values and objectives, supporting their achievement.
- Familiarize yourself with university policies and procedures, ensuring adherence on a daily basis.

Administration

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

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 standards of education in Math's and English	Yes		App Form/ Interview
Health and Safety (minimum level 2)		Yes	App Form
COSHH Principles Level 2		Yes	App Form
Food safety Level 1		Yes	App Form
Skills, Knowledge			
Good command of reading, writing and numeracy	Yes		Practical Test
To have a basic standard of knowledge of Food / Ingredients	Yes		Interview
Excellent manual handling techniques		Yes	Interview
Self-Management in the workplace	Yes		Interview
Confident communicating with customers and clients in an appropriate and engaging way	Yes		Interview
Personal skills and attributes			
A positive and 'can do' approach	Yes		Interview
Team player	Yes		Interview
Self-motivated	Yes		Interview
Willing to undertake training as required	Yes		Interview
Flexible approach to working hours including occasional weekend and evening working	Yes		App Form
An understanding of and commitment to the principles of equality, diversity, and inclusion	Yes		