



JOB DESCRIPTION

Job Title:	Conference & Catering Assistant
Department / Unit:	Commercial Services, Conferences & Catering
Job type	Casual
Grade:	2
Accountable to:	Deputy Conference & Events Manager / Conference & Events Manager
Accountable for:	N/A
Purpose of the Post	
<p>As a Conference & Catering Assistant your role will be to assist the conference organisers and delegates with any operational requirements they have during their stay at Royal Holloway, as well as prepare the front of house areas for food and beverage service and assist catering team with service and clear down. You will work in the conference space that our clients are using and will act as a first point of contact for them if a senior manager is not present.</p>	
Key Tasks	
<p>Role Specifics:</p> <ul style="list-style-type: none">• Greeting clients and delegates upon arrival to the conference and maintaining a welcoming environment to enhance customer experience• Assisting with delegate registration, issuing information packs, name badges etc.• Assisting the catering team with set-up and clear down. During busy service periods, you will be required to serve delegates / customers• Provide and serve catering in any area, dining hall or outlet including special events, weddings, dinners, conferences and exhibitions as directed by the line manager• Have full product knowledge of the items on menus; can assist customers with knowledge on food allergens and dietary requirements• Recordings of fridge and food temperatures in the hygiene books	

- Undertake general cleaning duties and restocking of products
- Report any last-minute changes to agendas, to manager on duty
- Providing directions to key spaces on our campus to delegates
- Building rapport with clients and delegates, delivering an excellent standard of customer service both internally and externally
- Dealing with any customer queries or complaints effectively and efficiently whilst always maintaining a professional manner
- Providing support with AV equipment set-up and operations
- Report any defects in any equipment or facilities
- Liaising with the Residential Customer Services Team and assisting with the bedroom check-in process for our guests, when required
- Assisting with any photocopying or printing requirements our clients may have
- Maintain a safe working environment and comply with all health & safety regulations and safe systems of work taking remedial action as necessary.

Demands of the Role:

- Arrive at work in good time for the start of shift and dressed according to uniform guidelines
- A certain degree of bending, stretching, twisting and constant movement is required and ability to work at a quick pace throughout the shift
- A high level of flexibility is required to cover changes in services, dependant on business levels and requirements

Other Duties:

The duties listed are not exhaustive and may be varied from time to time as dictated by 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 will be required to work at the Egham campus location and no remote working will be permitted.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	TESTED BY
Qualifications and Training			
Educated to A-Level or equivalent	Y		APPLICATION
Vocational Hospitality / catering relevant qualification		Y	APPLICATION
Level 1 Food Hygiene Qualification		Y	APPLICATION
First Aid Qualification		Y	APPLICATION
Specific Skills, Experience and Training			
Previous relevant work experience and knowledge	Y		APPLICATION & INTERVIEW
Good command of reading, writing and basic numbers	Y		APPLICATION
Good IT skills	Y		APPLICATION
Excellent organisational skills	Y		APPLICATION & INTERVIEW
Excellent interpersonal / communication skills	Y		INTERVIEW
Ability to successfully multi-task under pressure	Y		INTERVIEW
High level of attention to detail	Y		APPLICATION & INTERVIEW
Knowledge of COSHH		Y	APPLICATION
Fire Safety knowledge		Y	APPLICATION
A commitment to equality, diversity, and inclusion.	Y		
Personal and Interpersonal Qualities			
Ability to work independently and part of a team	Y		INTERVIEW
Customer focused and commitment to high quality service	Y		INTERVIEW
A level of ability to use own initiative	Y		INTERVIEW

Confident in interacting with various internal teams	Y		INTERVIEW
Self-motivated	Y		INTERVIEW
Willing to undertake training as required	Y		INTERVIEW
Able to fulfil the physical demands of the role of the job, including clearing tables and stocking up	Y		INTERVIEW
Circumstances			
Flexible approach to working unsociable hours (i.e. weekends and evenings)	Y		INTERVIEW
Clean driving licence		Y	APPLICATION