



## Job Description

<b>Job Title:</b>	Kitchen General Assistant
<b>Directorate:</b>	Commercial Services
<b>Job type</b>	Professional Services
<b>Grade:</b>	2
<b>Accountable to:</b>	Head Chef, Sous Chef, Chef de Partie
<b>Accountable for:</b>	n/a
<b>Purpose of the Post</b>	
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.	
<b>Key Tasks</b>	
<b>Role Specifics</b>	
<ul style="list-style-type: none"> <li>• Work in the kitchen area of the assigned outlet, carrying out preparation in line with the menus set.</li> <li>• Take responsibility for ensuring the food produced during your shift meets the required quality standards.</li> <li>• Work effectively on tasks requested, with supervision and training provided, and do not undertake any jobs without guidance.</li> <li>• Ensure daily cleaning is completed to the standards of the cleaning schedule.</li> </ul>	
<b>Day to Day</b>	
<ul style="list-style-type: none"> <li>• Assist in the kitchen, producing and delivering recipes on the counter at the required times for counter/banquet service.</li> <li>• Organize your workspace efficiently and complete tasks on the daily work schedule within the allocated time.</li> <li>• Engage in food preparation while minimizing wastage.</li> </ul>	
<b>Operational</b>	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Complete any preparation tasks as guided by the line manager.</li> </ul>	
<b>Compliance</b>	
<ul style="list-style-type: none"> <li>• Strictly adhere to hygiene regulations and maintain safe systems of work at all times in line with statutory requirements.</li> <li>• Ensure compliance with University policies and procedures.</li> <li>• Ensure all work areas, storage areas, and equipment under your control are clean, tidy, and comply with food safety, health, and hygiene standards.</li> </ul>	

<ul style="list-style-type: none"> <li>• Be responsible for your own health and safety and for those around you, demonstrating safe manual handling techniques at all times.</li> </ul>
<b>Customer Focus</b>
<ul style="list-style-type: none"> <li>• Maintain positive and enthusiastic communication with customers, colleagues, and managers within your unit and other units.</li> <li>• Understand your colleagues' roles and responsibilities and cooperate with them, keeping customer focus at the core of your actions.</li> <li>• Promptly report any complaints to the line manager.</li> </ul>
<b>Administration</b>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Other Duties</b>
<p>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.</p> <p>The post holder may be required to work at any location where Royal Holloway conducts its business</p>
<b>Our Values</b>
<p>Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.</p>

### Person Specification

Criteria	Essential	Desirable
<b>Qualifications and Training</b>		
Educated to GCSE Level or equivalent	Y	

Good command of reading, writing and basic numbers	Y	
Food safety Level 1		Y
Health and Safety (minimum level 2)		Y
<b>Skills, Abilities and Experience</b>		
Previous relevant work experience and knowledge		Y
Good IT skills	Y	
Excellent organisational skills	Y	
Excellent interpersonal / communication skills	Y	
Ability to successfully multi-task under pressure	Y	
High level of attention to detail	Y	
Knowledge of COSHH		Y
Fire Safety knowledge		Y
<b>Personal and Interpersonal Qualities</b>		
Ability to work independently and part of a team	Y	
Customer focused and commitment to high quality service	Y	
Ability to use own initiative	Y	
Confident in interacting with various internal teams	Y	
<b>Other</b>		
Flexible approach to working unsociable hours (i.e. weekends and evenings)	Y	