

JOB DESCRIPTION

Job Title:	Kitchen Porter (Generic)
Department / Unit:	Commercial Services
Job type	Professional Services
Grade:	RHUL 2
Accountable to:	Head Chef, or Nominee
Accountable for:	
Purpose of the Post	
To assist within the catering department with the effective delivery and service of food, in accordance with instructions from the head chef, as per the established standards and procedures	
Key Tasks	
Role Specifics / Day to Day <ul style="list-style-type: none"> • Carry out all aspects of cleaning within the role complying to the Kitchen Cleaning Schedule • Collect used crockery, cutlery and waste from collection points situated within the restaurant • Assist in the preparation of vegetables as required, using machines only when trained to do so • Ensure the segregation and disposal of waste in accordance with current waste management legislation and client requirements • Maintain and keep tidy the refuse area • Collect and distribute stores and prepare food and beverages as directed • Suggest areas of improvement and take any corrective action, as required • Carry out any other reasonable instruction from your managers • 	
Operational /Customer Focus <ul style="list-style-type: none"> • Ensure hygiene regulations are strictly adhered to and that there are safe systems of work at all times in line with statutory requirements • Be responsible for the storage of food and related non-food supplies as per the operational procedures set by the College • Ensure that the reading and recording of all refrigerator and freezer temperatures are maintained as per policies, procedures and legislative guidelines • Maintain positive and enthusiastic communication with all customers, colleagues and managers within yours and other units. 	

<ul style="list-style-type: none"> • Understand your colleague's roles and responsibilities and co-operate with them with customer focus at the core of your actions. • Promptly report any complaints to the Head Chef / Outlets Manager. • Ensure recording systems are accurately maintained as per established operational standards and procedures
Legislative/Compliance <ul style="list-style-type: none"> • Comply with all H&S legislation and procedures including but not limited to College HACCP systems and COSHH regulations. • To ensure all work and store areas and equipment under your control are clean, tidy and comply with food safety, health and hygiene. • Be responsible for your own Health and Safety and for those around you, demonstrating safe manual handling techniques at all times. • Report and follow up on the maintenance of equipment to ensure the smooth running of the operation at all times
Administration <ul style="list-style-type: none"> • Ensure 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.
Demands of the Role <ul style="list-style-type: none"> • To be aware of College and Departmental Values and Objectives and support their achievement. • To familiarize yourself with all college policies and procedures and to ensure they are being adhered to on a daily basis
Other Duties
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
Internal and external relationships
<p>The following list is not exhaustive but the post holder will be required to liaise with:</p> <p>Front of house Manager and staff Conference Team Commercial Services Maintenance Team Health and Safety Team Student Union Representatives</p>

Job Title:	Kitchen Porter (Kitchen Specific)
Department / Unit:	Hub Kitchen
Operational	<p>The Hub is open seven days a week and you will be required to work Five days from seven for the following operational periods:</p> <p>College Student Term Calendar College Open Days throughout the year Easter and Summer Language Schools</p>
Services Provided	<p>College Student Term Calendar The hub provides International Concept style food offers which is very individual to the customer. Service from counters from:</p> <p>Monday to Friday Lunch – 11.30am – 2.30pm Dinner – 5pm – 7.30pm</p> <p>Weekends Lunch – 11.30am – 2.30pm Dinner – 5pm – 7.30pm</p> <p>Times may vary subject to agreed services with the college</p> <p>The Hub provides Hospitality Buffet menus to lower half of Campus</p> <p>Language Schools To produce and serve an agreed menu for the client for the following services which Breakfast – 7.15am – 8.45am Lunch – 12pm – 2.00pm Dinner – 6pm – 8pm</p> <p>Times may vary subject to agreements with the clients</p>
Shifts	<p>General Shift Patterns in the Hub are</p> <p>Monday to Friday & Weekends</p> <p>7.30am – 3.30pm</p> <p>12.30pm – 8.30pm</p> <p>These times may vary according to the needs of the business according to the college</p>

Department / Unit:	Founders Kitchen
Operational	<p>Founders is open five days a week and you will be required to work an occasional weekend for the following operational periods, depending on college business.</p> <p>College Student Term Calendar.</p> <p>College Open Days throughout the year</p> <p>Conference/Wedding season.</p>
Services Provided	<p>College Student Term Calendar</p> <p>Founders provides a Home from Home food offer which is served from the counters from:</p> <p>Monday to Friday</p> <p>Lunch – 11.30am – 2.30pm</p> <p>Dinner – 5pm – 7.30pm</p> <p>Monday – Friday</p> <p>Lunch - 11.30am – 2pm</p> <p>Crosslands</p> <p>Crosslands provides bar type food and grab & go type food. Which is served from the counters from:</p> <p>Monday – Friday</p> <p>Breakfast – 8am – 10.30am</p> <p>Lunch – 11.30am – 3pm</p> <p>Conference/Wedding season</p> <p>These are functions that can be held over a seven day working week and times of functions are bespoke to the client</p>
Shifts	<p>General Shift Patterns for the Founders are:</p> <p>Monday to Friday</p> <p>7.00am- 3pm</p> <p>12pm – 9pm</p> <p>Conference/Wedding season</p> <p>Due to bespoke booking from clients shift patterns are allocated to the business required. If you work over your 35 hour contracted shift, then additional hours are paid at overtime rate</p> <p>These times may vary according to the needs of the business according to the college</p>

Department / Unit:	Kingswood Kitchen
Operational	<p>Kingswood is open seven days a week and you will be required to work Five days from seven for the following operational periods:</p> <p>College Student Term Calendar</p> <p>College Open Days throughout the year</p> <p>Summer Language Schools</p>
Services Provided	<p>College Student Term Calendar</p> <p>Kingswood provides a Home from Home food offer which is served from the counters from:</p> <p>Monday to Friday</p> <p>Breakfast – 7.30am – 10.30am</p> <p>Lunch – 11.30am – 4pm</p> <p>Dinner – 6pm – 7.30pm</p> <p>Weekends</p> <p>Brunch – 11.30am – 2.30pm</p> <p>Dinner – 6pm – 7.30pm</p> <p>Times may vary subject to agreed services with the college</p> <p>Kingswood provides hospitality buffet menus for The Blue Room.</p> <p>Language Schools</p> <p>To produce and serve an agreed menu for the client for the following services which</p> <p>Breakfast – 7am – 9am</p> <p>Lunch – 11.30am – 2.30pm</p> <p>Dinner – 5pm – 7.30pm</p> <p>Times may vary subject to agreements with the clients</p>
Shifts	<p>General Shift Patterns in Kingswood are:</p> <p>Monday to Sunday</p> <p>7.30am – 3.30pm</p> <p>These times may vary according to the needs of the business according to the college</p>

Department / Unit:	Café on the Square
Operational	Café on the Square is open seven days a week. You will be required to work Monday to Friday
Services Provided	College Student Term Calendar Café provides a grab and go service available : Term Time Hours - 7am – 4am Out of Term Time – 7am– 8pm
Shifts	General Shift Patterns in Café on the Square are: Monday to Friday 7.30am – 3.30pm These times may vary according to the needs of the business according to the college