

## LINCOLN COLLEGE CORPORATE SUPPORT SOLUTIONS LTD

### JOB DESCRIPTION

<b>Post Title:</b>	Customer Services Assistant	<b>Grade:</b>	CSS Scale 2
<b>Post Number:</b>	CS0737P	<b>Date:</b>	March 2020
<b>Line Manager:</b>	Head of Commercial Catering	<b>Directorate:</b>	Business Development
<b>Daily Supervision:</b>	Head Chef	<b>Unit/School:</b>	Commercial Catering

#### **Job Purpose:**

The Candidate is responsible for the day to day running of the coffee shop (Deans). They will be in charge of delivering the 'Grab & Go' food service which includes operating the barista coffee machine, maintaining stock levels and ensuring excellent customer service at all times. The Candidate is also responsible for adhering to food safety regulations and keeping a high level of cleanliness within the café.

#### **Main Duties and Responsibilities;**

- 1 To oversee the smooth day to day running of the Coffee Shop ensuring all shelves are stocked, weekly ordering/purchasing of food, drinks and disposables in consultation with the Head Chef.
- 2 To be responsible for managing Safer Food Better Business documentation and procedures.
- 3 Serve the 'Grab & Go' food within the café adhering to food safety legislation at all times.
- 4 Liaise with the Head chef on the menu development and marketing promotions of food and drink provision.
- 5 Keeping fridges, freezers and store cupboards clean and tidy following stock rotation guidelines.
- 6 To ensure the Coffee Shop areas are kept clean and tidy of dirty crockery, cutlery and restock with condiments and cutlery as required.
- 7 To develop and follow the cleaning schedule, maintaining high standards and safety requirements and advising the Commercial Manager of any mechanical failures or faulty equipment.
- 8 Responsible for the cash till as follows: Cashing up and daily paperwork.
- 9 To maintain the highest standards of kitchen and personal hygiene at all times and ensures safety of yourself and of others whilst on College premises.
- 10 To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
- 11 To be responsible for the safeguarding and promotion of the welfare of children wherever applicable within the role.

**NB: This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.**

# LINCOLN COLLEGE

## PERSON SPECIFICATION FORM

**Post Title:** Customer Services Assistant      **Grade:** CSS Scale 2  
**Post No:** CS0737P      **Date:** March 2020  
**Directorate:** Business Development      **Unit/Division:** Commercial Catering

	<b>Requirement</b>	<b>Proposed Selection Method *</b>
	<b>Knowledge</b>	
1	Basic food hygiene certificate.	A/I
2	Up to date knowledge of recent food hygiene legislation.	A/I
3	Up to date knowledge of health and safety legislation.	A/I
	<b>Skills/Abilities – Interpersonal</b>	
4	Ability to prepare food from fresh ingredients to a high standard.	A/I
5	Ability to communicate orally and in writing.	A/I
6	Ability to work in a fast-paced environment.	A/I
7	Ability to work in a non-discriminatory manner.	A/I
8	Ability to contribute to and function effectively as part of a team.	A/I
9	Ability to deal with situations as and when they arise in a safe and logical manner.	A/I
	<b>Experience</b>	
10	Experience within a similar catering environment.	A/I
11	Recent relevant commercial catering experience.	A/I
12	Barista trained.	A/I
	<b>Work Related Circumstances</b>	
13	Ability and willingness to undertake relevant staff development.	A/I
14	Ability and willingness to work additional hours / occasional additional days/occasional holiday cover.	A/I
	<b>Skills/Abilities – Other</b>	
15	Ability to communicate well with all types and ages of people.	A/I
16	Ability to work quickly and effectively.	A/I
17	Awareness of the College's safeguarding policy.	

**Prepared By:** Craig Gollin  
Head of Commercial Catering

**Date:** March 2020

\* **A = Application Form**

**I = Interview**

**T = Test**