

JOB DESCRIPTION

OUR PURPOSE: To represent, support and enhance the lives of University of Sheffield students

JOB TITLE: Kitchen Assistant

DEPARTMENT: Bars & Catering Outlets

REPORTING TO: Outlet Manager, Assistant Managers and Supervisors

JOB PURPOSE: To assist in the preparation, cooking and serving of food; working as part of a team to achieve the agreed service standards.

	MAIN RESPONSIBILITIES	KEY RESULT AREAS
1.	Deliver outstanding levels of service at all times	<ul style="list-style-type: none"> Deal courteously and efficiently with colleagues and customers Staff work together effectively as a team Positive customer feedback received High satisfaction responses to surveys, NPS, awards etc
2.	Prepare food to the specified time scales, recipes, standards and portion sizes	<ul style="list-style-type: none"> Quality and presentation of food is consistent Food is prepared within budget
3.	Maintain a high standard of cleanliness in all areas, including the collection and washing of crockery	<ul style="list-style-type: none"> Workspaces are maintained continually. Spills and breakages are cleared up promptly Areas are cleaned in accordance with the cleaning schedule at the end of each session
4.	Ensure stock is stored and replenished in accordance with outlet procedures	<ul style="list-style-type: none"> Stock is rotated appropriately Any issues with stock are reported
5.	Ensure compliance with relevant: Food Standards Agency regulations; health & safety legislation; and SSU policies	<ul style="list-style-type: none"> Attaining a Food & Safety Level 2 passing qualification.
6.	All other appropriate duties as and when required by the outlet management team	<ul style="list-style-type: none"> Enthusiastic and flexible approach to work Proactively seeks out tasks

PERSON SPECIFICATION

KEY: A = Application Form; I = Interview; E = Essential; D = Desirable

	CRITERIA		Assessed Via
Personal Skills:	• Passionate about delivering exceptional levels of customer service	E	A/I
	• Understanding of, and commitment to, effective teamwork	E	A/I
	• Excellent communication skills	E	A/I
	• Honest and trustworthy	E	I
	• Able to maintain high standards when under pressure	E	I
Experience:	• Previous work in a kitchen environment	D	A/I
	• Previous work in a customer service environment	D	A/I
Attitude:	• Commitment to working in line with our Staff Behaviours	E	I
	• Friendly, outgoing, polite and courteous with staff and customers alike	E	I
	• Self-motivated and capable of working on own initiative	E	A/I
	• Positive attitude with a flexible and 'can-do' approach to work	E	A/I
Qualifications / Training:	• Essential Food Hygiene training	D	A
	• Previous Customer Service training	D	A/I
Additional requirements:	• Excellent time keeping and reliability	E	A/I
	• Professional and presentable appearance with good personal hygiene	E	A/I
	• Awareness of how the Students' Union is run and commitment to its core values	E	A/I

Staff Behaviours: The following behaviours have been developed in line with our organisational strategy for staff to aspire to, and be measured against, as part of their annual performance review and ongoing development:

- Delivers service excellence
- Communicates effectively and works as a collaborative team
- Builds strong working relationships
- Demonstrates social responsibility, recognises ethical & environmental practices and complies with legal requirements
- Creates and maintains a 'can do' culture
- Demonstrates financial awareness and optimises the use of resources
- Demonstrates creativity and innovation
- Demonstrates effective decision-making and problem-solving