



## Catering Assistant - Barista and Bar Job Description

### **Role Overview**

We are seeking a friendly, enthusiastic and flexible Catering Assistant to join our busy Front of House team. Reporting to the Cafe and Bar Manager you will play an important role in delivering high-quality food and beverage service across our Hall, café, bar, and at special events.

The primary focus of the role will be to work alongside the Cafe & Bar Services Manager and Café Supervisor to deliver a range of hot and cold drinks, including barista coffee and play a key role in delivering high quality beverages in the college bar.

Alongside working in the café and bar you will be required to assist front of house operation with meal services, functions, and private events, ensuring excellent customer service to all Fellows, students, staff, and guests.

You will also be required support the operational running of catering areas, maintaining cleanliness and hygiene standards, and assist with food and drink preparation and service in line with College procedures.

**Reports to:** Café & Bar Services Manager

**Direct reports:** None

**Hours worked/Shift:** 40 hours ~ straight shifts over 7 days. Weekend work and overtime work required.

### **Key Responsibilities**

#### ***Assistant Duties***

- Set up of the Hall, Farthings Café Bar, and other dining areas for daily service and special events;
- Serve food and beverages in the Farthings Café Bar and form, college meals, banquets, private dining, and other occasions;
- Operate the POS system for transactions;
- Provide cover in other Front of House areas as required.

#### ***Food Service Duties***

- Ensure great service to all members of Pembroke College and their guests;
- Ensure all cooked items are prepared in accordance with the College's HACCAP procedure; using SafeIntel to record food temperatures;
- Ensure that all menu displays and allergen matrices on the serveries, counters and displays are relevant and correct, making sure that selling descriptions are used (i.e. special offer, freshly baked) – if not report to manager on duty;
- Assure known Dietary and Allergen dishes are delivered to the relevant customer by following the specific College process;
- Carry out all till operations accurately at service times.



### ***Administration and Compliance***

- Ensure that all service activities comply with health and safety regulations, hygiene standards and the Licensing Act 2003;
- Participate in staff meetings and training sessions to stay updated on policies, procedures, and College events;
- Monitor and maintain cleanliness in all café areas during service;
- Take delivery of goods, carry out temperature checks, and store items appropriately.
- Maintain cleanliness, hygiene, and safety of all work areas and equipment.
- following Health & Safety and Food Hygiene regulations.
- Using SafeIntel, deliver on the correct Café opening and closing procedures;
- Complete routine paperwork including cleaning schedules and temperature logs in accordance with the College's HACCP and Codes of Practice.

### ***Communication***

- Handle verbal feedback professionally, ensuring continuous improvement in Café service delivery;
- pass customer feedback collected to line management and relevant departments;
- Handle customer inquiries, requests, and complaints in a professional and courteous manner;

### ***Continuous Improvement***

- Assist in the implementation of new service initiatives or procedures to enhance efficiency and customer satisfaction;
- Work to provide high-quality service, with a focus on presentation and customer satisfaction;
- Perform other duties as assigned by the Cafe Supervisor, Café & Bar Services Manager, Front of House Manager, Hospitality Lead or College administration to support the overall objectives of the College's hospitality services;
- Actively participate in the College HACCAP Team and attend such meetings; attend staff meetings and training as appropriate;
- Attend regular training as directed by the Hospitality Lead and College HR.

### ***Control and Sustainability***

- Work closely with the Cafe Supervisor and Cafe and Bar Services Manager to improve the sustainability of the service, including waste management;
- Ensure compliance with health and safety, and hygiene regulations, HACCAP, including risk assessments and COSHH guidelines.

### ***Other Responsibilities***

- Carry out any other reasonable duties as directed by the Hospitality Lead or Cafe & Bar Services Manager and Café Supervisor;
- Work with other teams, including the Kitchen, Conference & Events Team, and the Senior Common Room, to ensure seamless operations and support the smooth functioning of all of the College's other dining and hospitality areas as needed (i.e. Hall, SCR, Events).



### Person Specification

Detailed below are the types of qualifications, knowledge, experience, skills and personal qualities which are required.

The Essential column shows the minimum essential requirements for the post. The Desirable column shows additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential but may be used to distinguish between applicants.

### Training Provided

The College will provide on-the-job training and specialist courses such as COSHH, manual handling, food hygiene, customer service skills, and Health & Safety procedures.

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 2 Food Hygiene</li> <li>• HACCAP and COSHH compliance</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Trained (3-day course)</li> <li>• Level 3 Food Hygiene</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in a supervisory role within a <i>busy</i> cafe outlet inc:               <ul style="list-style-type: none"> <li>○ Barista experience</li> <li>○ Experience of bar work</li> </ul> </li> <li>• Knowledge of till software</li> <li>• Knowledge of service and etiquette</li> <li>• Experience of working in a fast-paced environment while maintaining attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Worked in an HE College environment</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good standard of English and basic numerical skills</li> <li>• Excellent customer service skills</li> <li>• Handle verbal feedback professionally, ensuring continuous improvement in service delivery.</li> <li>• Work alongside other teams including, Kitchen, Conference &amp; Events and the SCR to ensure seamless operations and support the smooth functioning of College's other hospitality areas as needed (Hall, SCR, events)</li> </ul>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Calmness under pressure</li> <li>• Demonstrate compassion</li> <li>• Adaptability and resilience</li> <li>• Willingness to work flexible hours, including evening and weekend work</li> </ul>	