

JOB DESCRIPTION



Job Title: Catering Assistant / Barista (x2)
Department: Estates
Faculty/Professional Service: Central Services
Location: London
Reports to: Catering Supervisors
Full Time/Part Time/Casual: Full-time
Grade: Grade 2
Overall Purpose of the job: As a Catering Assistant, you will be involved with all aspects of the catering service including basic food preparation, food service, till operation, barista coffee making, food hygiene and other duties associated with the running of the LSHTM retail units. Reporting to the Catering Supervisors and in their absence to Head Chef, the Catering Assistant is responsible for providing high quality food service and excellence in Customer Service. Working as part of the catering team, the Catering Assistant will ensure the services and dining experience is of the highest standard and quality.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

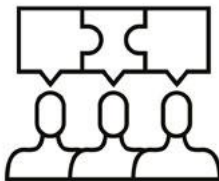
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



Act with integrity



Embrace difference

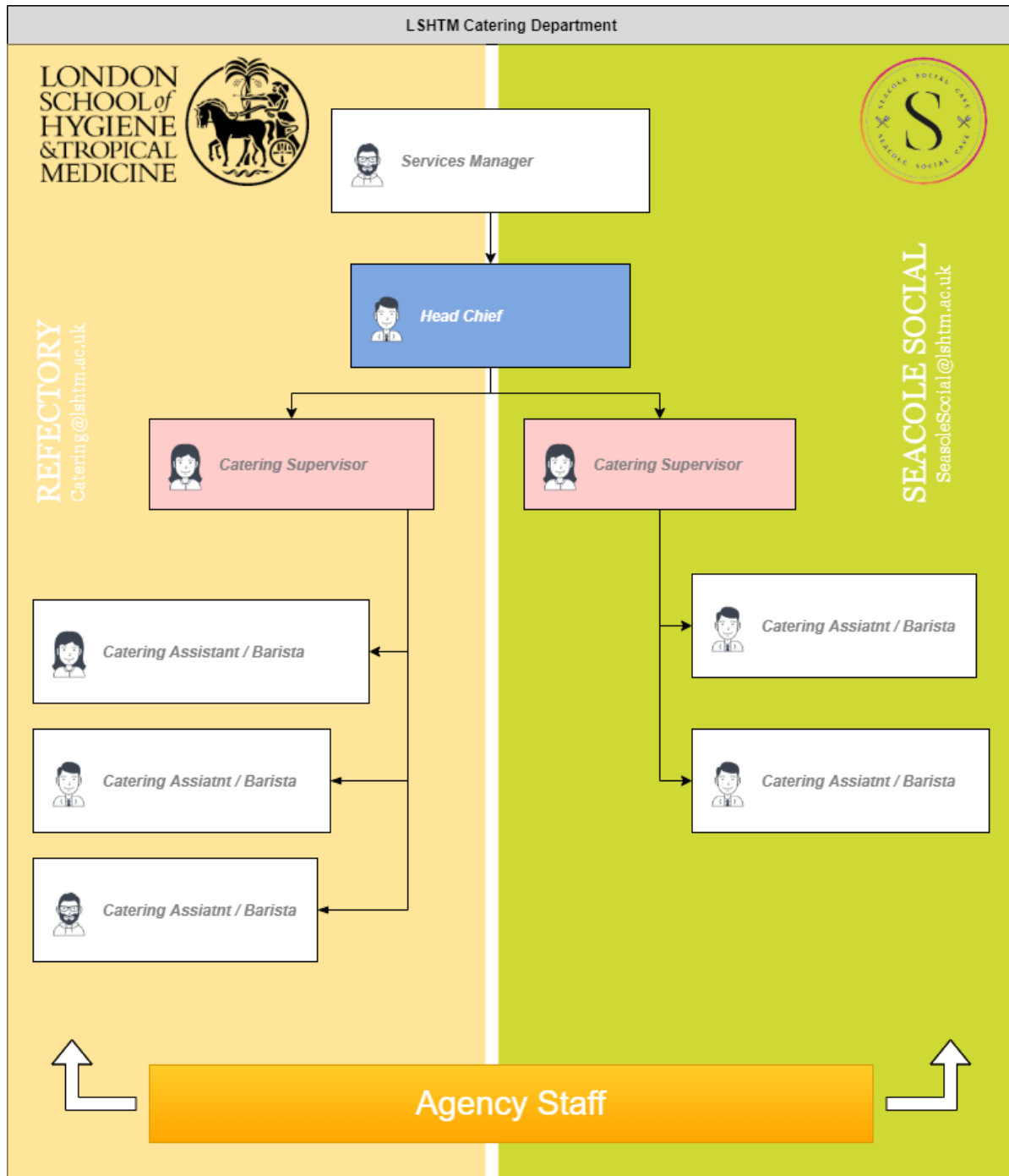


Work together



Create impact

Department Structure



Main Duties and Responsibilities

- When needed step in to the Catering Supervisor role, as a temporary measure.
- Assist with the service and preparation of meals in the restaurants, mobile units, and retail units.
- Process the grab-an-go orders, assist with preparation, packaging and distribution of orders
- Maintain high level of knowledge of barista coffee production.
- Maintain high levels of hygiene and comply with all food hygiene regulations

- Ensures that all goods on display are presented in a neat, appealing, safe and legal way
- Stock retail display units and replenish as required
- Prepares and process hospitality orders, this include delivery and collection / tidy up after the event.
- Operate a till and maintain accurate receipting of all payments
- Service vending machines, fill stock when needed, adjust pricing etc.
- Issue receipts, refunds, change or tickets
- Redeem stamps, vouchers and coupons
- Actively promote and sell the catering services to customers
- Respond to requests for information from customers
- Keep servery and retails areas tidy and clean, update cleaning records
- Resolve customer complaints, guide them and provide relevant information
- Verifying the age of a customer for purchasing certain products such as alcohol and tobacco
- Provide assistance with transporting goods between sites, either by wheeled trolleys or by company car.
- Ensuring that all cleaning materials are handled according to COSHH requirements.
- The role holder is responsible for a uniform which is provided
- To carry out other duties as reasonably directed by the Line Managers

Example tasks

- Properly cleaning and sanitizing all food preparation areas according to established standards of hygiene.
- Washing and appropriately storing all cooking appliances, instruments, tables, utensils, cutting boards, and dishes.
- Assisting with the preparation of meal ingredients, which includes washing, cleaning, peeling, cutting, and chopping fruit, vegetables, poultry, and meat.
- To be able to make Coffee with a range of styles
- Ensuring that all kitchen furniture is in the right place
- Ensure that refuse is disposed off in efficient manner.
- Sweeping and mopping the kitchen floors as well as wiping down kitchen walls.
- Assisting with the unloading of delivered food supplies.
- Organizing and correctly storing food supplies.
- Stirring and heating soups and sauces as well as preparing hot beverages.
- Operating catering specific technology such as tills, registers, scanners, scales and credit/debit card terminals
- Operate audio equipment – to provide ambient music for customers, or events that might be taking place.
- Liaise with money delivery and process banking requests.
- Provide ideas on further development of the unit.

Additional Information

Uniform

All Catering Staff are required to wear provided uniform in line with Uniform Policy.

Food Consumption

All Catering staff are entitled to two hot beverages and a designated lunch meal, all consumption must be recorded in line with waste procedures.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to GCSE standard or NVQ Level 1 or equivalent catering qualification 	E
	<ul style="list-style-type: none"> Hold a current food handlers Certificate 	D
	<ul style="list-style-type: none"> Category B Driving License 	D
Experience	<ul style="list-style-type: none"> Experience of working in a catering environment 	D
	<ul style="list-style-type: none"> Experience of providing a service to customers 	D
	<ul style="list-style-type: none"> Experience of operating a till and taking payments 	D
Knowledge	<ul style="list-style-type: none"> Understanding of all relevant health, hygiene, and safety regulations 	E
	<ul style="list-style-type: none"> To be numerate 	E
	<ul style="list-style-type: none"> Understanding of allergy requirements 	E
	<ul style="list-style-type: none"> Understanding of COSHH, HACCP 	E
General	<ul style="list-style-type: none"> Good written and oral communication 	E
	<ul style="list-style-type: none"> Selling skills 	D

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jun 2024

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 2 scale in the range £25,414 - £27,425 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.