

Job Description

Job Title:	Bank Hospitality Assistant
Hours Per Week:	Casual hours
Location/Department:	Hospitality Services Department
Reports To:	Hospitality Services Manager
Direct Reports:	Assistant Catering Manager
Budgetary Control:	None
DBS Disclosure:	Enhanced
Date Prepared:	July 2021

Job Summary/Purpose:

To provide excellent teamwork and to support the Hospitality Services Team in keeping kitchens and service areas clean and tidy, including pantries and catering equipment; taking food and drinks orders; preparing high quality nutritious food.

Key Duties & Responsibilities:

1. To work as part of the Hospitality Services Team on a rota basis to ensure that customers* benefit from freshly prepared, nutritious and well-presented food for breakfast, lunch and supper daily throughout the year.
2. To deliver tasks as directed by the Assistant Catering Manager; to prepare and, where applicable, serve food items according to the daily menus; to ensure that all catering areas are always clean and safe by undertaking cleaning duties according to the cleaning schedule.
3. To record residents' food pre-order; to take food orders and payment at the till whilst complying with Morden College policies in terms of cash-handling and recording transactions; to deliver and serve food in Cullum Welch Court dining areas, Cafe19 and to resident accommodation within The Quadrangle according to the standards. To work in the College bar when required complying with cash-handling and recording transactions.
4. To comply with all statutory and organisational requirements, including but not limited to Health and Safety, Food Safety and Fire Safety, to undertake checks and complete records as directed and to make reports as necessary.

5. To undertake training as necessary in line with development of the post and to achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
6. To wear PPE and/or other catering clothing required for the role which will be provided and approved by Morden College.
7. To ensure the utmost level of personal hygiene as well as an immaculate and well ironed uniform at all times.
8. To assist with moving food items to and from ambient, chilled or frozen stores or items or equipment as directed.
9. To assist with the preparation for and at service at extraordinary events which include but are not limited to Founders Day, Friends Day, Trustee Christmas Lunch, themed evenings and funeral events or buffets as directed.
10. To report any concerns regarding the quality and condition of any food item that you required to prepare for consumption as part of your duties.
11. To respect the dignity, well-being and independence of residents and to bring to the attention of the Management Board any concerns surrounding their safeguarding, security or care.

General Duties and Responsibilities:

1. To maintain confidentiality at all times and to comply with the College policy thus ensuring security in the management and use of information.
2. To contribute to close working relationships with all personnel and to help to build an open, honest and happy culture that facilitates learning, creativity and excellence of delivery.
3. To be empathetic and courteous to residents and their relatives, treating them with care and consideration at all times and referring any issues or incidents directly to management/nursing staff as appropriate.
4. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in College events.
5. To comply with the policies and procedures of Morden College at all times.

6. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
7. To undertake training as necessary in line with development of the post.
8. To participate fully in the performance management process and undertake Continuing Professional Development as required.
9. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. To ensure compliance with the General Data Protection Regulations 2016 and Data Protection Act 2018.

This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.

Employee's Signature:

Manager's Signature:

Print Name:

Print Name:

Date:

Date: