



## **JOB DESCRIPTION**

Job title	Diner Assistant
Salary range	£11.44
Department	Commercial
Working pattern (hours/weeks etc)	Zero-hour contract
Responsible to	Diner Team Leader
Supervisory responsibility	N/A
Job purpose	To assist in the efficient running of the Student Union Diner outlet by preparing food, upholding food safety standards, and promoting the business whilst maintaining great customer service.

### **Main duties and responsibilities**

1	To prepare food, using the correct equipment and items and to always abide by the perfect serve and relevant brand standards.
2	To maintain stock rotation on a regular basis including labelling of stock.
3	To always provide excellent customer service regardless of levels of trade, time of day or other factors.
4	To prepare the diner area and equipment for service and maintain standards throughout all hours of service.
5	To always maintain food hygiene standards and in accordance with training and procedures provided.
6	To maintain standards of cleanliness and hygiene for all working areas including disposing of waste, sanitising workstations, and working in accordance with food safety.
7	To ensure all equipment and workstations are closed down properly and in adherence to standard practices.
8	To maintain personal standards such as uniform and equipment which you must, where applicable, wear always whilst on duty, the uniform specified/supplied by the organisation. Always make sure that the uniform is worn correctly and is clean and tidy.

### **Secondary and other duties**

1	To maintain accurate timekeeping and communications. You will be responsible for familiarising yourself with daily shift requirements, displayed on weekly rotas, and will be expected to report for work on or before time.
2	To always maintain customer awareness and relay any problems to a senior member of staff.

### **Standards**

- The post holder will, always both professionally and personally, portray a positive image of NTSU.
- The post holder will always uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism.
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU.
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies.

### **Miscellaneous**

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

## **EMPLOYEE SPECIFICATION**

<b>Job title</b>	Diner Assistant
<b>Department</b>	Trading
<b>Responsible to</b>	Diner Team Leader

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Working under direct supervision.	Working in a catering environment.
	Working alone.	
<b>Skills</b>	Ability to work unflustered under pressure.	
	Ability to work on own initiative.	
	Strong team player.	
	Reliable and flexible.	
	Friendly outgoing personality.	
	Able to communicate effectively.	
<b>Knowledge</b>	Health and safety awareness.	Food hygiene level 2.