





JOB DESCRIPTION

Catering Service Assistant

Department	SCR/Hall
Salary	£25,979 pa (£12.49 an hour)
Hours	<p>Full time. 2080 hours per annum (based on a notional 40 hours per week) on a rota basis, including evening, weekend and bank holidays. Working hours will vary in accordance with the weekly duty roster notified in advance by the Head of Department.</p> <p>The postholder is required to be flexible and additional hours may be required which can be taken back as time in lieu. Overtime is not paid.</p>
Contract type	Permanent following a satisfactory completion of a 6 month probationary period.
Reporting to	Head Butler and/or Deputy Head Butler in their absence
Contact	SCR/Hall staff, kitchen staff, students, Fellows, visitors, casual workers
Additional information	<p>Annual leave entitlement will be 30 days, including five days over the Christmas period, plus bank/public holidays. Due to operational requirements, you may be required to work on any of the bank holidays or weekends, for which time off in lieu will be provided.</p> <p>A uniform is provided</p> <p>Parking and accommodation is not available. The College provides a bus pass scheme, designated area for bicycles and operates a cycle to work scheme.</p> <p>Further details on staff benefits can be found on the back page</p>
Start date	As soon as possible
Standards	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>We are a certified Oxford Living Wage employer</p> </div> <div style="text-align: center;">  <p>INVESTOR IN PEOPLE</p> </div> </div>

Wadham College

Wadham is one of the largest of the colleges of the University of Oxford, with approximately 450 undergraduates, 250 postgraduates, around 70 Fellows and more than 130 support staff. Founded in 1610, Wadham celebrated its 400th anniversary in 2010. Wadham attracts undergraduate and postgraduate students from a wide range of backgrounds thanks to its informal atmosphere, academic strength, historic environment and the open-minded, progressive and socially aware attitude of its community. Wadham College is proud to be an Oxford Living Wage employer since April 2015 and has been awarded Investors in People since 2003.

The College's Governing Body consists of the Warden and Fellows and is chaired by the Warden. The current Warden is Robert Hannigan (Classics, 1983) who came to Wadham in September 2021.

Further information about Wadham College can be found at www.wadham.ox.ac.uk

General Overview

The SCR/Hall team is a well-regarded, experienced department whose full-time management team comprises of:

- A Head Butler
- Two Deputy Head Butlers

The team also includes Assistant Butlers, Catering Service Assistants and additional support from casual workers on a flexible basis. The team works closely together to support one another, if required, and regular team meetings are held to ensure everyone is kept up-to-date with key events.

The Catering Service Assistant is a key member of the SCR/Hall team in providing the highest standard of catering service, cleanliness and hygiene. The post-holder will work across all catering service areas and departments to provide cover during colleagues' absences for events, late and early meals. The post-holder will be working daily in Refectory, Hall and other parts of the College as required.

Responsibilities and duties

1. Working as part of a busy catering team and liaising with members of kitchen staff.
2. Serving a variety of people at all levels including students, Fellows, staff and conference guests.
3. Carrying out daily routine tasks for example:
 - a. waiting on tables;
 - b. setting up tables and servicing college events;
 - c. operating equipment including PC/till;
 - d. assisting in food service;
 - e. cleaning of all service areas and ensuring this meets with hygiene procedures and regulations and cleaning schedule.
4. Carrying out cleaning as per schedules.
5. Maintaining visual checks within work area identifying possible hazards and rectify or report to the Head Butler or Deputy Head Butler.
6. Adhering to the correct procedures according to COSHH regulations when using approved chemicals. Working safely and complying with all Health and Safety regulations and COSHH.
7. Complying with the Food Safety Act and General Food Hygiene Regulations.
8. Ensuring that high standards of personal hygiene and presentation are adhered to at all times, including wearing appropriate uniform and PPE.
9. To supervise staff and casual workers when directed to do so.
10. To undertake stock-takes and complete records, as requested

11. Maintain visual checks within work areas, identifying possible hazards and rectify or report to the supervisor on duty.
12. To comply with security procedures.
13. To undertake any job-related training requested by the College
14. To maintain strict confidentiality at all times.
15. To comply with College data protection and information security policies and ensure processes and communications conform to College GDPR (General Data Protection Regulation) requirements.
16. To work as part of a busy team and be flexible and willing to help colleagues when required.
17. To be flexible and willing to help colleagues when required.
18. To undertake any other duties appropriate for the role.

PERSON SPECIFICATION AND SELECTION CRITERIA

Essential

1. Relevant experience of working in a similar catering role or catering environment.
2. Experience of working in a role with direct contact (face to face) with people.
3. Experience of working as part of a busy team.
4. Good communication skills, including the ability to communicate with staff, students and visitors.
5. The ability to deliver excellent customer service.
6. A good standard of spoken and written English.
7. Basic knowledge and understanding of Health and Safety issues, particularly related to food hygiene.
8. Capable and willing to work on own initiative and as a team.
9. Attention to detail.
10. To maintain strict confidentiality at all times
11. Able to follow management instructions
12. The ability to work under pressure to meet deadlines.
13. Willing and capable to be flexible, including working shifts and weekends.
14. Possess a valid Food Hygiene qualification, or be willing to train for one.
15. A willingness to undertake training in relation to the role.
16. To be polite, honest and reliable
17. To be presentable and maintain dress and department standards

Desirable

1. A catering qualification

2. Previous experience of large institution working, e.g. schools, colleges, hotels etc.
3. Knowledge of any of the University of Oxford Colleges.
4. Previous experience of manual handling and COSHH

APPLICATION PROCESS

Applicants are asked to complete an application form, including the contact details of two individuals willing to act as referees:

1. The first referee should be the applicant's current or most recent a former line manager, Head of Department or someone with supervisory responsibilities
2. The second referee should ideally be a former line manager, Head of Department or someone with supervisory responsibilities from a different establishment than the first referee.

Applicants should ensure that they outline the reasons for their interest on the application form and the qualities they feel would make them particularly suitable for this position. Applicants will be judged on their completed application form and how they meet the selection criteria outlined above.

Please can you complete an equal opportunities survey form which can be found online at: [Equality & Diversity Monitoring Form 23-24 \(onlinesurveys.ac.uk\)](https://onlinesurveys.ac.uk). If you would prefer a printed copy then please contact the HR Department at vacancies@wadham.ox.ac.uk or on 01865 277900.

Applications are invited immediately and the post will remain advertised until the position is filled. Shortlisted applicants will be notified for interview and all applicants will receive a response as soon as possible.

Applications should be sent to: vacancies@wadham.ox.ac.uk or alternatively the HR Department at Wadham College, Parks Road, Oxford, OX1 3PN.

Special Arrangements

The College welcomes applications from candidates who have a disability. These documents will be made available in large print, audio or other formats on request. Applicants invited for interview will be asked whether they have any special requirements to make the interview more convenient and effective for them.

Data Protection

Information regarding the way we process your personal data, as part of the General Data Protection Regulation (GDPR) and Data Protection Act, can be found at on our website at: [GDPR Framework \(ox.ac.uk\)](https://www.wadham.ox.ac.uk/gdpr-framework) This includes a copy of the Privacy Notice for Job Applicants.

Wadham College Equality Statement

Subject to statutory provisions, the aim of our policy is to ensure that no applicant, student, or member of staff will be discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or parenthood, race, religion or belief, sex, or sexual orientation, or be disadvantaged by conditions or requirements which cannot be shown to be permitted by law.

Values Statement

Wadham has a cherished tradition of being at the forefront of advancing equality of opportunity, and celebrates vigorous debate, independent thought, and academic excellence. We seek to create a welcoming, accessible, and secure environment in which to work, study, live, and visit. Our community embraces people of all ages, backgrounds, races/ethnicities, nationalities, beliefs (including religious beliefs), genders, sexualities, dis/abilities, and appearances. This inclusiveness, underpinned by mutual respect and consideration, enriches us all.

BENEFITS OF WORKING AT WADHAM COLLEGE

Training and Development Opportunities	Further details can be found at: https://pod.admin.ox.ac.uk/learning-and-development-opportunities-professional-services-staff-0
Free Staff Meals	If you work longer than a 6-hour shift then you are normally entitled to one meal on duty free of charge at the main College site (Parks Road) if the kitchen is open and operational. It is up to the Head of Department whether this is breakfast, lunch or an evening meal. Please be aware that there is no cash equivalent or allowance for meals missed or when the kitchen is closed.
Employee Assistance Programme (EAP)	An EAP is a confidential employee benefit designed to help you and your immediate family deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. A 24/7 helpline is available to assist you which can provide counselling support as well as a smartphone app and wellbeing portal to access further information.
Corporate Discounts (through the University of Oxford)	Below is an example of the discounts available (this list is not exhaustive) <ul style="list-style-type: none"> • 10% discount in some University shops • Free entry to Oxford colleges and libraries which charge for admission • Discounted computer software from the University Computing Service • Free access to the University Botanical Gardens • Discounted membership of the Iffley Road gym and swimming pool
Access to Wadham Gardens and Leisure Facilities	Staff may use the gardens at Wadham, sports ground pitches and tennis courts (located on Marston Ferry Road, Oxford). Wadham College hires a punt annually from the Cherwell Boat House which staff are permitted to hire for a small fee and a squash court is also available within the College. The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym.
Staff Entertainment	The College arranges social events including charity raffles, coffee mornings, cake sales, quiz nights, staff Christmas party and children's Christmas party.
Pension	The University offers generous occupational pension schemes for eligible staff members. Opportunity to join the Oxford Staff Pension Scheme (OSPS). Details are available online at: https://finance.admin.ox.ac.uk/osps Current pension contributions (subject to change) <ul style="list-style-type: none"> • Employees: 4%, 6% or 8% • Employer (Wadham) pays: 19% General information about university pensions can be found at: https://finance.admin.ox.ac.uk/pensions
Travel	The College offers travel schemes and public transport travel discounts to staff. Full details are available from the College.

Nurseries and childcare	The University offers quality childcare provision services at affordable prices to College staff. For full details about the services offered, please visit www.admin.ox.ac.uk/childcare Due to the high demand for nursery places there is a long waiting list, although Wadham offers a limited number of places on a sponsored priority scheme to help reduce the waiting time.
Private Medical Insurance	The Oxford Colleges' Healthcare Scheme is available to eligible staff and further details are available from the College. Members of staff are expected to contribute to the scheme.
Discounted Guest Rooms	Staff may on occasion book a room at Wadham College, subject to availability. Staff are entitled to receive a discount on accommodation during our College vacation periods, subject to terms and conditions.