

Post Details		Last Updated: 13/05/2022	
Faculty/Administrative/Service Department	Faculty of Arts and Social Sciences		
Job Title	Lakeside Kitchen Assistant		
Job Family	Operational Services	Job Level	Level 1B
Responsible to	Lakeside Head Chef		
Responsible for (Staff)	N/A		
Job Purpose Statement			
<p>Working as part of the Lakeside team to maintain high levels of cleanliness in the kitchen as well as provide assistance to the Chef(s) with light food preparation and the transporting of food, drink and equipment to areas across campus. This role also assists in the receipt of deliveries, storage of goods and distribution of stock.</p> <p>The role provides effective support to the chef team and is an essential element of the operation of the kitchen. Through the provision of this service, the post holder contributes to the smooth running of the Lakeside kitchen and to the service offered by Lakeside.</p>			
Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> General Cleaning: To adhere to daily and periodic cleaning rotas, to maintain a clean, healthy and safe working environment in accordance with guidelines. The post holder is not permitted to use chemical cleaning materials or dismantle or clean any equipment until full training has been provided. From time to time the post holder may be required to assist with the cleaning of glassware. Food Preparation: From time to time, to assist the chefs with the light preparation of raw ingredients so that they are ready for service or cooking, such as peeling potatoes. Deliveries: Receive deliveries, check them off against order sheets and put stock away correctly following the Safe Food System. Customer Service: Deliver and serve food and drinks to any required area on campus. Health and Safety: Take responsibility for their own safe handling of hot pans and sharp knives, particularly when dealing with students. Other: Provide general assistance in the smooth running of domestic duties within the Lakeside kitchen and to move tables and chairs in the restaurant (where required). Student Support: To assist with providing training, guidance and support on domestic tasks to students working within Lakeside as part of their undergraduate programme. <p>N.B. The above list is not exhaustive.</p>			
<p>All staff are expected to:</p> <ul style="list-style-type: none"> Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. Undertake such other duties within the scope of the post as may be requested by your Manager. Work supportively with colleagues, operating in a collegiate manner at all times. <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. Following local codes of safe working practices and the University of Surrey Health and Safety Policy. 			
Elements of the Role			
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			

- **Planning and Organising** The post holder is expected to clarify work instructions as necessary and to raise concerns or refer more complex issues/problems to the Sous Chef, Head Chef or a member of the management team.

Problem Solving and Decision Making

- The post holder is expected to deal with very frequent and similar situations and problems, which due to the limited solutions available, require only basic decision making. Decision making may involve making judgements on which tasks need completing first or choosing the correct chemicals to use.

Continuous Improvement

- The post holder is expected to comply with clear and established procedures and health and safety regulations regarding the use of any equipment and to comply with relevant food safety legislation/guidelines with regards to the safe preparation of food. Errors in judgement or failure to follow procedure could result in the contamination of food, the contraction of foodborne illnesses, damaged equipment or the personal safety. The post holder is expected, after the relevant training, to use equipment responsibly in the kitchen, including dishwashers, sharp knives and hot pots and pans.

Accountability

- The post covers a range of well-defined routine daily tasks and food preparation activities, which are governed by set procedures, guidelines and best practice. Due to the repetitive nature of these tasks, little instruction is required, although general instructions are provided by the Head Chef or Sous Chef. The post holder may at times be required to carry out a basic level of prioritisation of tasks, in response to the needs of the kitchen
- This post impacts across the Lakeside operations, as well as the wider faculty. Poor service quality may impact upon the smooth operation of the facilities and their reputation

Dimensions of the role

- The post holder has no budgetary or formal supervisory responsibility. However, they are expected to assist with providing training, guidance and support to students working within Lakeside as part of their undergraduate programme on domestic tasks. The support provided to these students impacts upon their overall university experience.

Supplementary Information

Situated in the Faculty of Arts and Social Sciences (FASS), the Lakeside units offer a training facility for students undertaking the International Hospitality Management Module in the School of Hospitality and Tourism Management. FASS is one of three Faculties in the University and brings together scholars and students from across an extraordinary range of academic disciplines in a learning community that is dedicated to the discovery and enrichment of the arts, humanities and social sciences. We are artists, entrepreneurs, scholars and practitioners working on the pleasures and challenges of our times.

The Lakeside Restaurant offers a modern a la carte dining experience, providing lunch and special function catering service. It provides a service to maximum of 80 lunchtime covers, however, this number can increase for private functions. The restaurant runs alongside the Lakeside Coffee Shop, which serves barista-style coffee and a selection of ready to eat snacks, fresh soups and handmade sandwiches, made onsite by the Lakeside Restaurant's renowned team of top-quality chefs.

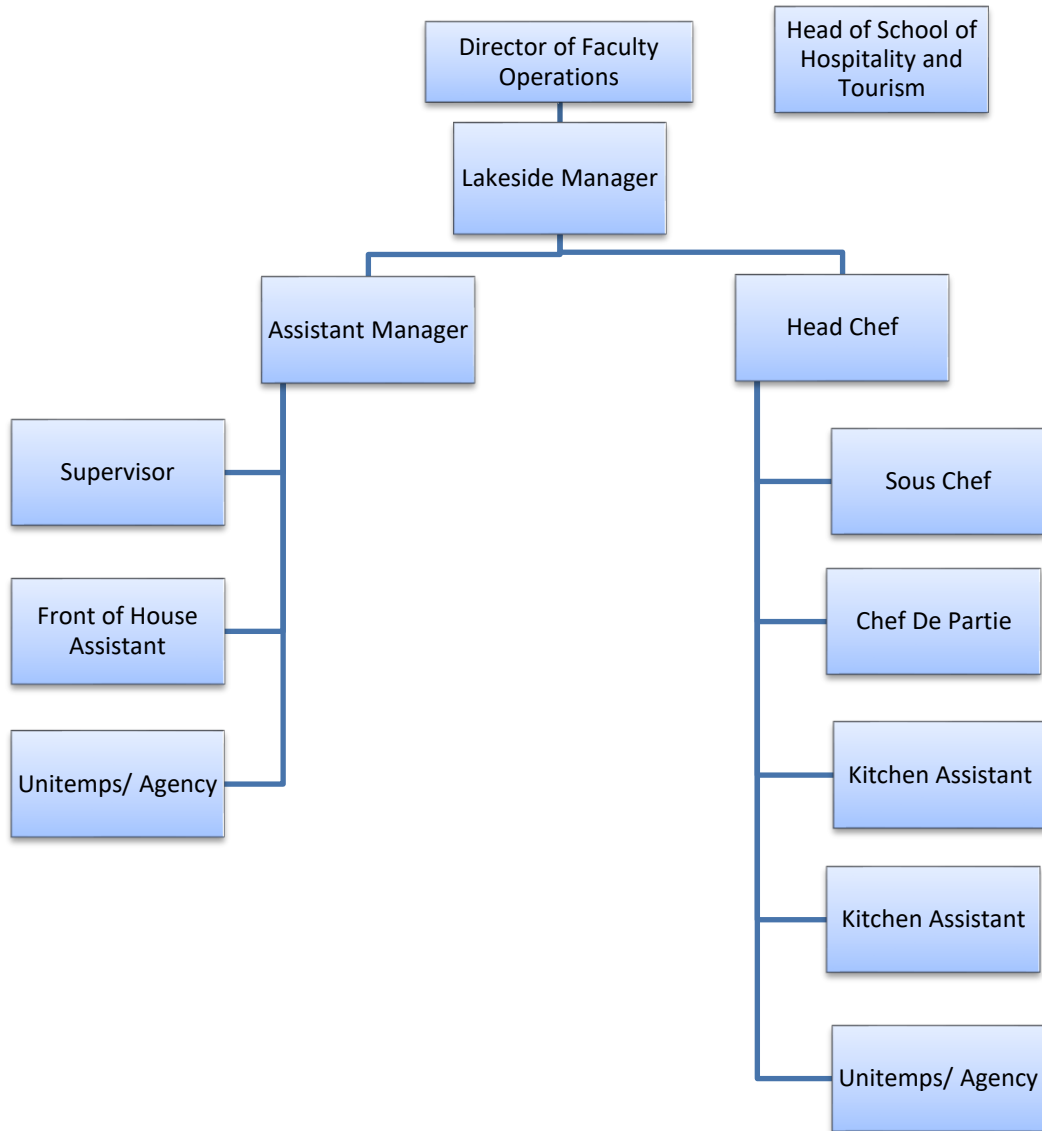
Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	Essential/ Desirable
Numerate and literate to GCSE standard or equivalent	E
Willingness to train for a current food hygiene certificate	E

Willingness to train for a basic health and safety certificate		E
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Experience of working in a busy kitchen environment.	E	2
Basic knowledge of health and safety and food hygiene.	E	2
Basic Numeracy	E	2
Knowledge of basic health and safety rules	E	1
Hospitality experience	E	1
Experience of, and ability to understand, conceptualise and interpret, operational and service requirements	E	1
Appreciation of the higher education sector and student training	D	n/a
Able and willing to complete training requirements as per job role and legislative requirements	E	1
Special Requirements:		Essential/ Desirable
Ability to work flexible hours as part of a rota		E
Ability to work flexible hours as part of a rota (including weekend and evenings)		E
Ability to move reasonable loads e.g. stock received.		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		1
Adaptability / Flexibility		1
Customer/Client service and support		1
Planning and Organising		1
Continuous Improvement		1
Problem Solving and Decision Making Skills		1
Managing and Developing Performance		N/A
Creative and Analytical Thinking		N/A
Influencing, Persuasion and Negotiation Skills		N/A
Strategic Thinking & Leadership		N/A
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		

- Background Information** As part of the School of Hospitality and Tourism Management, the Lakeside Restaurant, Lakeside Coffee Shop and Private Dining Room are unique operations, which are led by a team of professional staff, ably assisted (during semester time) by talented students studying on the Schools' BSc International Hospitality Management programme.

Department Structure Chart



Relationships

Internal

- Students
- Staff

External

- General Public