

	Last Updated: 10/09/2025		
Job Title	Kitchen Team Assistant		
Faculty/ Department	Campus Services Catering	Subsidiary	Operate Surrey Limited
Job Family	Operational Services	Job Level	1B
Reports To	Kitchen Manager / Kitchen Team Leader – JD Wetherspoons	Line Manages (role title(s))	N/A

Job Statement To help support the provision of great food at our Wetherspoons on campus. It will involve working as part of a team to prepare and cook food and to help keep the kitchen running smoothly, all while helping to maintain the highest standards of cleanliness, safety and customer service.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. To provide friendly and efficient customer service, ensuring a positive experience for all customers, and serve food and drinks to correct specifications and presentation standards.
2. To assist with washing, peeling, chopping and preparing ingredients, as well as plating simple dishes as directed by Chefs or Kitchen Management.
3. To maintain a clean, safe, hygienic workspace by cleaning kitchen areas, work surfaces, utensils and equipment in line with health and safety regulations.
4. To operate dishwashers, hand-wash items and ensure pots, pans and tools are ready for use throughout service.
5. To support stock management by unloading deliveries, rotating stock, storing ingredients correctly and restocking supplies as needed.
6. To dispose of rubbish safely, recycle where appropriate and follow hygiene and safety procedures.
7. To assist chefs and Kitchen management during busy periods and supporting the smooth running of the kitchen.
8. To follow all Wetherspoon's SOPs, company policies, food hygiene, allergen and safety guidelines, while working collaboratively with colleagues to ensure an efficient and well organised kitchen environment.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Accountability

1. Adhere to Wetherspoon's appearance standards at all times.
2. Receive and act on regular feedback from the management team and achieve agreed actions.
3. Deliver consistently high standards of cleanliness, quality, service, maintenance and atmosphere (CQSMA), proactively managing results which fall below expectations.
4. Ensure that the kitchen opening and closing procedures are adhered to.
5. Prepare, cook, and present all food to company standards.
6. Consistently meet food delivery time targets.
7. Respond to customer feedback positively and proactively, seeking support if needed, and review feedback with the management team to identify and action and training requirements.

Problem solving:

1. Work collaboratively with the kitchen team to achieve time and quality targets.
2. Follow all food hygiene, allergen, health and safety standards to ensure a safe and compliant working environment.
3. Decisions and problem-solving will be supported by your line manager; you will not be expected to make independent decisions without guidance.

Supplementary Information

N/A

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

Qualifications and Professional Memberships

GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience

Or

A number of years' experience within a similar role.

D

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).

Level 1: basic level of understanding/experience and can apply it with guidance.

Level 2: good level of understanding/experience and can apply it with little or no guidance.

Level 3: expert level of understanding/experience and can apply, develop it and guide others.

**Essential/
Desirable**

**Level
1-3**

Basic IT and AV knowledge

D

1

Previous experience of working in a kitchen or pub environment

D

n/a

Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.

**Essential/
Desirable**

To work a shift pattern, covering 5 out of 7 days.

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

2

Adaptability and Flexibility

1

Customer, Client service and support

2

Planning and Organising

3

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 and Leadership

N/A

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

All staff are expected to:

- 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.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- 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.

Help maintain a safe working environment by:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

The Campus Services Catering department is a central service that forms part of the campus services directorate, with the Wetherspoons at Wates House forming part of that. The department runs the following outlets:

- Hillside Coffee Shop
- Hillside Food Court
- Wates House – Now Wetherspoons
- The Hideout
- Café Priestly Road
- Vet School Café
- Pitchside
- Stageside Coffee Shop
- The Hub in the Park – Surrey Research Park
- Co-op

All of these outlets cater for both staff and students and form a critical part of our wide catering offer.

The Campus Services directorate serves to provide a customer centred service to students to support their student journey at the University. We work closely across multiple other departments to ensure that students receive an excellent experience and feel a true sense of belonging at the University. The department fosters a strong culture of continuous improvement, with a strong expectation on departments to find ways to improve all the time.

Department Structure Chart

