

# PEMBROKE COLLEGE

CATERING DEPARTMENT

# HOSPITALITY ASSISTANT



NOVEMBER 2023

CAMBRIDGE

## THE DEPARTMENT

From a business meeting, to a celebratory dinner or wedding reception, Pembroke College's Catering Team are experienced and well-trained in providing excellent food, facilities and service. When combined with our quintessentially English gardens and historic buildings, Pembroke College offers a rare and unique venue for hosting your important events. We cater for weddings exclusively for alumni and College members, reserving Saturdays throughout the long vacation for these unique events.

## THE ROLE

To assist in the smooth running of the food and beverage service for all internal and external functions including cafeteria lunches, fine dining, College feasts, buffet service, student café and bar; to actively engage with our customers, exceeding their expectations and ensuring all aspects of service provided are effectively delivered.

## SALARY & HOURS

**£24,596** per annum

These are only payable after the satisfactory completion of the probationary period.

Gratuities are shared between all Catering staff and distributed on an occasional basis.

37.5 hours per week on a shift system covering seven days, including evenings and weekends.

## JOB DESCRIPTION

**Responsible to:** Senior Hospitality Assistants and Front of House Manager.

**Responsible for:** Food and beverage service at Pembroke College.

**Location:** Pembroke College, Cambridge.

### Skills:

- Good organisational skills.
- Good communication and interpersonal skills.
- Proven customer service skills.
- Friendly, co-operative, helpful and approachable.
- Responsible and trustworthy.
- Ability to work as part of a team.
- Flexible approach and accepting of change.
- Ability to communicate effectively to colleagues and other senior management personnel.

**Work Experience:** Experience of University and/or College environment would be an advantage.



# JOB DESCRIPTION

## Main Duties and Responsibilities:

- Assist in the preparation and service of all meals to both College and commercial customers as per Food Service Department procedures.
- Ensure agreed standards of service are maintained in all areas and customers are treated respectfully and any requests are dealt with in a professional and courteous manner at all times.
- Ensure all areas where food and beverages are served are kept clean, tidy and hygienic.
- Laying and clearing of tables as appropriate to the particular service within the standards established. Learn the correct procedure for setting various buffets, lunches and dinners.
- Assist with the setting up and clearing of food and beverages from conference and meeting rooms, to include all buffets, lunches and dinners.
- Ensure correct charges for food are made; monitor portion sizes.
- To adhere to reasonable instructions issued by members of the Catering management team.



## JOB DESCRIPTION

- Learn to correctly use the Monika HACCP system and ensure all required checks are completed correctly, notifying the supervisor where areas require further cleaning or maintenance.
- Correctly use the till system following guidelines for cashing up after service, raising change requisitions and storing money in the safe.
- Help to delegate, train and supervise casual members of staff to ensure work is done correctly.



# PERSON SPECIFICATION

## Essential:

- Qualifications/academic achievements/education
- Educated to High School level or equivalent.
- Skills/knowledge/training
- Good organisational skills.
- Good communication and interpersonal skills.
- Customer service skills.
- IT skills.
- Experience of working in a restaurant or hotel serving customers.
- Experience in a public/customer related environment.
- Friendly, co-operative and helpful/ approachable.
- Responsible and trustworthy.
- Ability to lead from the front.
- Ability to work as part of a team.
- Flexible approach and accepting of change.
- Ability to communicate effectively to colleagues and other senior management personnel.
- Able to work weekend shift patterns.
- Confidentiality
- Can demonstrate ability to work confidentially.

## Desirable:

- Qualifications/academic achievements/education
- NVQ Hospitality & Catering.
- Experience in a College environment.

# ORGANISATION CHART

**CATERING & EVENTS MANAGER**



**FRONT OF HOUSE MANAGER**



**SENIOR HOSPITALITY ASSISTANT**



**HOSPITALITY ASSISTANT**



## ADDITIONAL INFORMATION

### **Health and Safety:**

Persons engaged in work for Pembroke College must adopt a responsible attitude towards health and safety and comply with any procedures as required by the College in order to ensure the health, safety, and welfare of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training required in relation to health and safety or which is identified as necessary in relation to their work.

The College operates a non-smoking policy; smoking is only permitted in the designated smoking areas.

### **Safer Recruitment:**

As part of our safer recruitment practices posts will be subject to the relevant compliance checks including an enhanced DBS check where this is appropriate.

### **Equal Opportunities:**

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, identity, sex, disability, religion/belief, sexual orientation or age.





## HOW TO APPLY

If you would like to have an informal conversation about the post,  
please call  
James Anderson on  
(01223) 764568

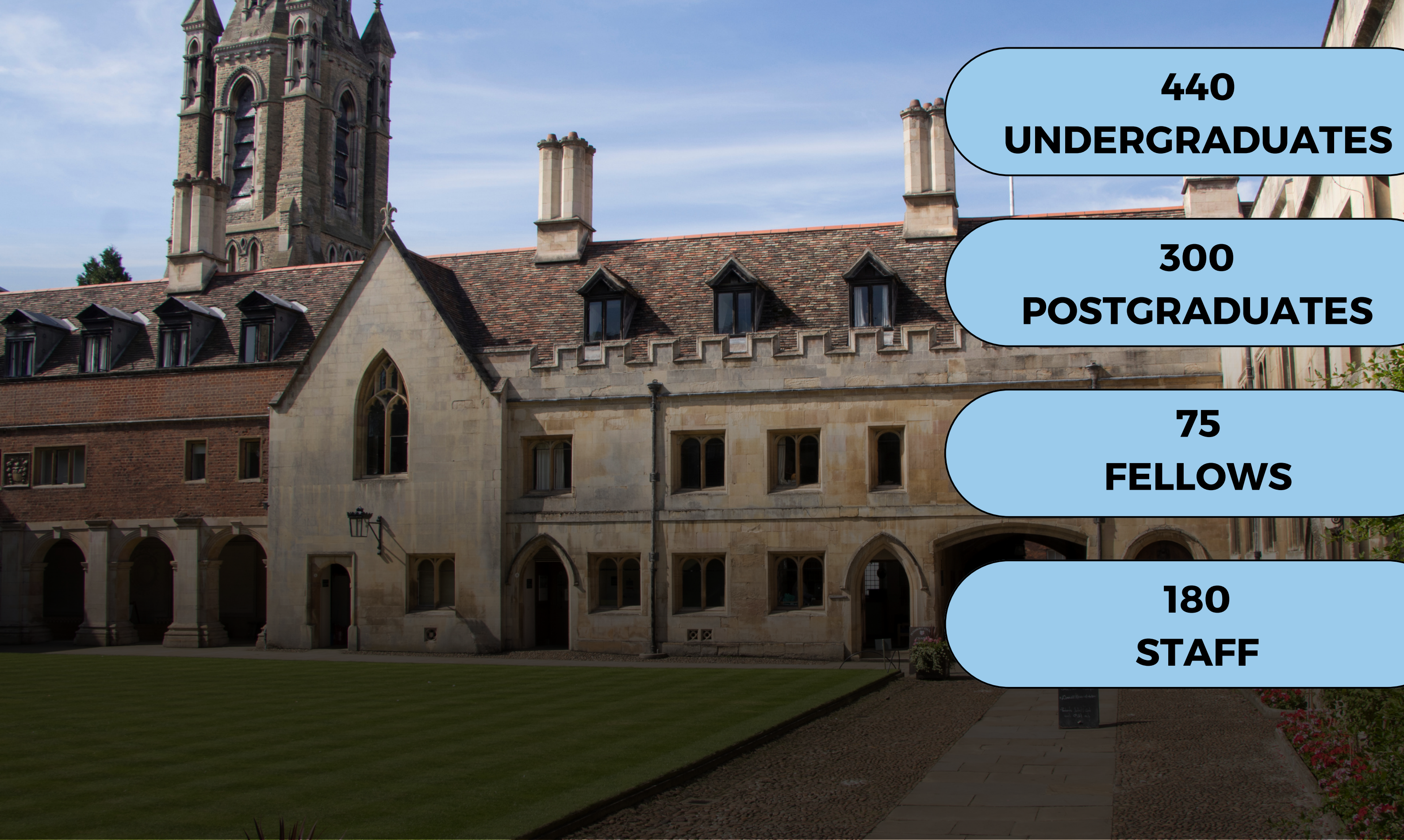
Please complete an Application Form and  
Rehabilitation of Offenders Form (compulsory), and an Equal  
Opportunities Form.

Completed application forms together with a covering letter can  
be emailed to: [hr@pem.cam.ac.uk](mailto:hr@pem.cam.ac.uk) or alternatively posted to The  
HR Office, Pembroke College, Trumpington Street, CB2 1RF.  
Please do not include separate CVs.

We look forward to hearing from you.

[Privacy Statement](#)





**440**  
**UNDERGRADUATES**

**300**  
**POSTGRADUATES**

**75**  
**FELLOWS**

**180**  
**STAFF**

## **INTRODUCING PEMBROKE COLLEGE**

Pembroke College, founded in 1347 by Marie de St Pol, Countess of Pembroke, is proud of its traditions. The third oldest of the Cambridge colleges, it was the first to have its own Chapel, and in the stained glass windows there and in our Library is evidence of the way we make light of that history. Located in the heart of the University city, Pembroke presents a tranquil environment with varied architectural styles framing beautiful gardens and open courts.

The College today is an intimate yet diverse community, committed to welcoming students of exceptional talent regardless of their social, cultural or educational background, and giving them the benefit of contact with a large and distinguished Fellowship. Pembroke thrives on conversations, between generations and disciplines - between undergraduates, graduates and senior Members, between current students and our alumni, and between the academy and the wider world.

## STAFF BENEFITS

Annual staff outing

Christmas gift for staff

Cycle to work and 'Buy a bike' schemes

Death in service benefit

Discounts on Dell products

Employee Assistance Programme

Free meal whilst on duty (see Swipe Card Guide)

Free passes to the Botanical Gardens

Local discounts with University Card

Medicash

NOW pension scheme

On site gym

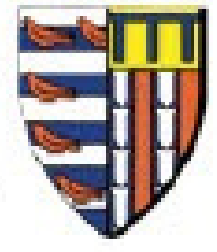
Subsidised health care

and more.....

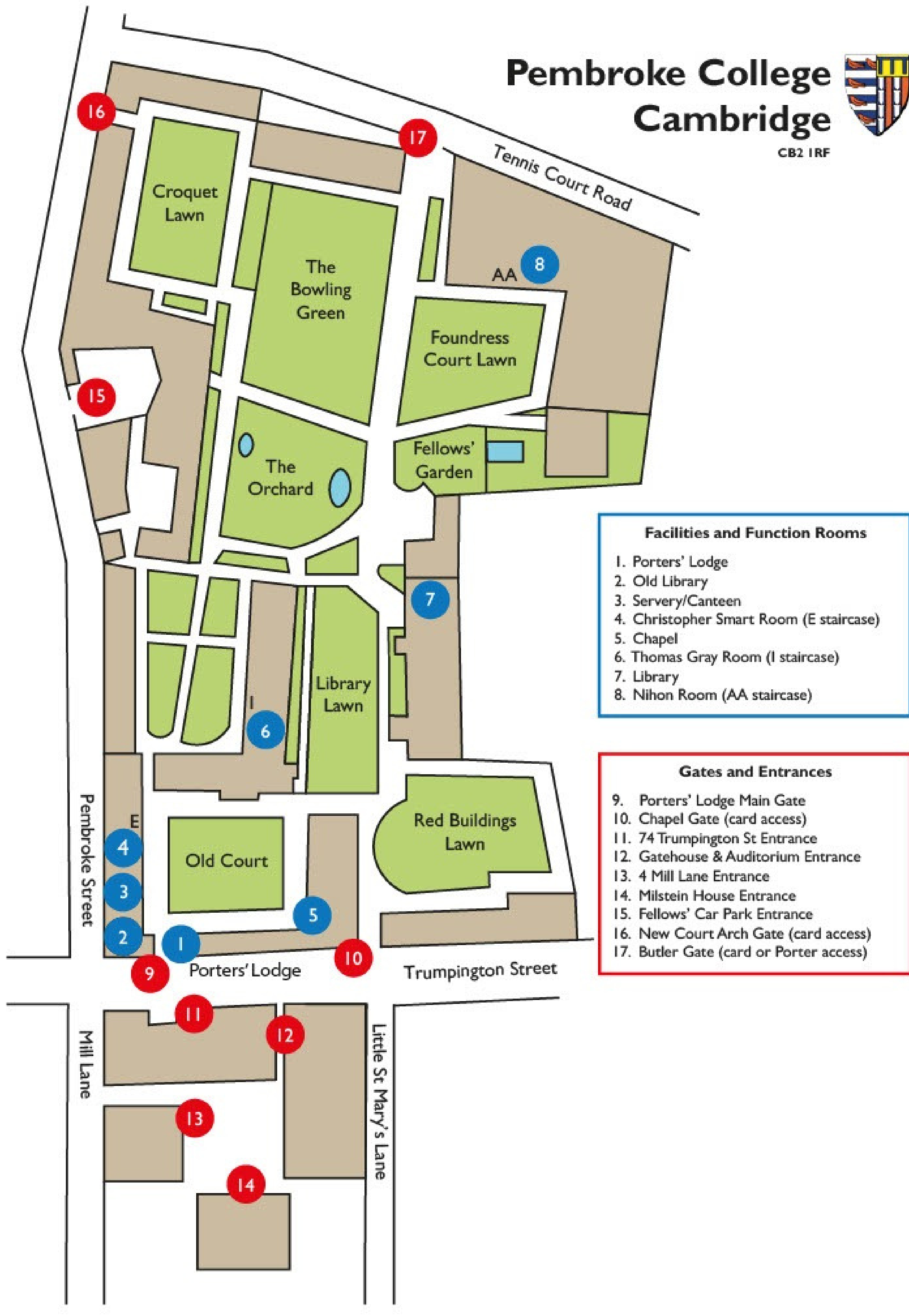
*SOME BENEFITS ARE NON-CONTRACTUAL AND MAY BE WITHDRAWN.*

*SOME BENEFITS MAY BE SUBJECT TO A QUALIFYING PERIOD AND/OR SUBJECT TO TERMS.*

## Pembroke College Cambridge



CB2 1RF



### Facilities and Function Rooms

1. Porters' Lodge
2. Old Library
3. Servery/Canteen
4. Christopher Smart Room (E staircase)
5. Chapel
6. Thomas Gray Room (I staircase)
7. Library
8. Nihon Room (AA staircase)

### Gates and Entrances

9. Porters' Lodge Main Gate
10. Chapel Gate (card access)
11. 74 Trumpington St Entrance
12. Gatehouse & Auditorium Entrance
13. 4 Mill Lane Entrance
14. Milstein House Entrance
15. Fellows' Car Park Entrance
16. New Court Arch Gate (card access)
17. Butler Gate (card or Porter access)