



Job Description

Job Title:	Café Assistant		
Department:	Campus Services	Location:	Thurso
Grade:	NSUP03 - £22,932		
Report To:	Campus Services Manager		

Job Purpose: To assist in the provision of a quality café service to College students, staff and external clients. To be responsible in all areas of the café including making hot and cold sandwiches, serving customers, handling money and maintaining a clean working environment.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

- To assist in the preparation of food including light meals, vegetables, salads, making and presenting hot and cold sandwiches.
- Front of house café services including serving customers, cash handling etc.
- Assisting with food service as required.
- Providing a hospitality service to clients in offices and classrooms throughout the College as required.
- Washing up of crockery, cutlery and kitchen utensils, ensuring good health and safety practice.
- Maintaining a clean working environment by ensuring regular cleaning of all tables, work surfaces, equipment, kitchen areas and stores.
- To stock and empty food counters as appropriate.
- To operate as a team member and cover for colleagues as required.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> Food Hygiene Certificate
Experience	<ul style="list-style-type: none"> Customer Service experience 	<ul style="list-style-type: none"> Experience within the hospitality industry Food preparation Cash handling
Knowledge & Skills	<ul style="list-style-type: none"> Multitasking in a busy café environment Ability to work as part of a team 	<ul style="list-style-type: none"> Ability to use own initiative
Personal Qualities*	<ul style="list-style-type: none"> Ability to act as ambassador for the College in high level external contexts Also: see personal attributes framework 	
Other	<ul style="list-style-type: none"> Commitment and ability to undertake and/or continue professional development in a relevant discipline Clean driving licence Be willing to work flexible hours when necessary to meet requirements of the post Be willing to regularly travel on College business, between centres, UHI and within Scotland Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 25 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point NSUP03, (£22,932 per annum) pro-rata
Holidays	As this is a term time appointment (40 weeks in a year) the post holder will be entitled to a pro rata paid leave and public holiday entitlement.
Location	The position will be based primarily at our Thurso Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

