This document outlines the output and key accountabilities required of the post holder, as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.

**Purpose of the role**

To assist in the high quality of delivery service throughout the College as required. Maintaining a high level of food service and cleanliness throughout.

**Background information**

Based at
Gonville and Caius College, Trinity Street, Cambridge.

Hours of work
20 hours per week, over 5 out of 7 days alternate weekends and some split shifts.

Qualifications
No specific requirement.

Skills
- Ability to communicate at all levels
- Ability to create a friendly but respectful rapport with students, fellows, external customers and work colleagues.
- Ability to work calmly under pressure, and remain tactful at all times.
- Willingness to be adaptable and flexible.

Work experience
Experience of working in a catering environment would be an advantage.

Budget responsibilities
No

**Main duties and Responsibilities**

<table>
<thead>
<tr>
<th>Main duties and Responsibilities</th>
<th>Time / Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Maintaining a high standard of food service.</td>
<td>Daily</td>
</tr>
<tr>
<td>• Maintaining a high standard of cleanliness throughout the catering department outlets.</td>
<td>Daily</td>
</tr>
<tr>
<td>• Assisting in training of full time, part time, casuals and agency catering staff.</td>
<td>As required</td>
</tr>
<tr>
<td>• Assisting in the preparation, setting up (including I.T) and breaking down and cleaning of function rooms and College facilities for a diversity of events (such as daily fellows and students meals, college function, meeting, conference, wedding, private lunch/dinner and any other external functions).</td>
<td>Daily</td>
</tr>
<tr>
<td>• Supervision of functions and charges related to events held in any of the College facilities as per required by the Head of Waiting Services.</td>
<td>Daily</td>
</tr>
<tr>
<td>• Assist in the delivery of service in the College facilities which includes Hall, Servery, Butter and Combination Rooms, Harvey Court site, and any other College related areas as such times as required.</td>
<td>Daily</td>
</tr>
</tbody>
</table>

College Waiter - Part-time 20 hours - SEPT 2019 - JD
Main duties and Responsibilities

<table>
<thead>
<tr>
<th>Description</th>
<th>Time / Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Participate in regular stock taking exercises.</td>
<td>As required</td>
</tr>
<tr>
<td>• Assist in the management of the wine cellars &amp; stores.</td>
<td>As required</td>
</tr>
<tr>
<td>• Assist in the management of the Conference and Catering Admin offices.</td>
<td>As required</td>
</tr>
<tr>
<td>• Ensure that all Health &amp; Safety and Hygiene standards are in place, understood and strictly followed at all times.</td>
<td>Daily</td>
</tr>
<tr>
<td>• Any further reasonable duties that may be necessary.</td>
<td>As required</td>
</tr>
<tr>
<td>• Driving College vehicles to transport goods and provide service to other college sites</td>
<td>As required</td>
</tr>
</tbody>
</table>

Further Information relevant to the role

Team Responsibilities
- Participate in team meetings when required.
- Share ideas for improvements.
- Help other employees when you have spare capacity or time.
- Help cover staffing shortfalls when required.
- Help to keep the department calm by working well and showing consideration for others.

This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.

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

Continuous Professional Development
Caius is supportive of continuous professional development and the opportunity for training will be given.
## Person Specification

<table>
<thead>
<tr>
<th>Job title</th>
<th>College Waiter (part-time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Catering</td>
</tr>
<tr>
<td>Reports to (Position Title)</td>
<td>Head of Dining Services / Deputy Head of Catering</td>
</tr>
</tbody>
</table>

### Qualifications and Training
- Full, clean UK Driving Licence.  
  - Essential

### Knowledge, Skills & Proven abilities
- Ability to communicate and work calmly under pressure at all levels with tact and diplomacy.  
  - Essential
- Conscientious attitude and desire to provide a high quality of service to members of College and external customers.  
  - Essential
- Ability to work calmly under pressure.  
  - Essential
- Skilled in creating a respectful yet friendly rapport with fellows, students, work colleagues and external visitors/customers.  
  - Essential

### Behaviours
- Conscientious attitude and with a desire to provide a high quality service to all customers.  
  - Essential
- Willingness to be adaptable and flexible.  
  - Essential
- Initiative and self-discipline  
  - Essential
- Able to work independently or as part of a team  
  - Essential
- Demonstrate a high standard of personal appearance.  
  - Essential
- Ability to embrace change and learn new skills.  
  - Essential