UNIVERSITY OF WARWICK

Job Description

Job title	Kitchen Porter
Department	Warwick Food Group
Grade	FA1

Job purpose (a brief summary of the role)	As a member of the Food & Beverage operations team, you'll play a key role in providing brilliant experience to all customers. You'll assist in the effective operation of the Food & Beverage offer in a variety of duties, which could include clearing and cleaning tables, operating the dishwasher, cleaning kitchen and servery areas, cleaning kitchen equipment, receiving and putting away deliveries, emptying rubbish bins and replenishing product displays. You'll do everything possible to keep the operation running efficiently and smoothly and to keep customers feeling welcome and comfortable in our spaces.
Duties and responsibilities	**Attention to Detail** You'll use your great eye for detail to ensure that your allocated tasks are completed efficiently and to a high standard. You'll keep seating, servery and kitchen areas clean and tidy at all times. You'll operate the pot wash area, using a dishwasher and sometimes hand washing techniques. You'll take receipt of deliveries and ensure everything's put away neatly in the correct places. **Great Teamwork** You'll help to create a great sense of teamwork with your enthusiasm and supportive approach, working with other staff to achieve our objectives. **Exceptional Service** You'll deliver exceptional service, every time, for all customers by understanding what great service looks like and ensuring that you complete your tasks efficiently and in a friendly manner. You'll take pride in helping the team to deliver a great experience to our customers. **Supporting Delivery of Standards** You'll support the delivery of great standards by ensuring that rubbish is appropriately dealt with and product displays are kept replenished. **Working Safely** You'll ensure you comply with all relevant legislation, University and Warwick Food Group policies to minimise the risk to staff, students and customers. Due to the operating hours of Warwick Food Group, the role holder will be required to work shifts between the hours of 7am and midnight, including weekends. The role holder will be required to work in one or more of the Warwick Food Group outlets as required by business needs.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Positive can-do attitude, willing to learn new skills and work in multiple locations.	A
E2	Attention to detail and ability to closely follow instructions and policies.	A,B & C
E3	The ability to prioritise work and work in a fast-paced environment.	A,B & C
E4	Enjoys working as part of a team.	A & C
E5	Ability to work under own initiative.	B & C
E6	Good level of literacy; the ability to read, write and fluently speak the English language.	A,B & C
E7	Flexible approach to working hours, with the ability to carry out early and late shifts on a rota basis.	A,B & C
E8	Physical ability to work shifts up to 10 hours long on your feet performing tasks such as lifting, carrying, mopping (list of tasks not exhaustive).	C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Level 2 Food Safety Certificate or equivalent.	A