

## CASUAL HALL ASSISTANTS (WAITING STAFF) FURTHER PARTICULARS



### St Peter's College

St Peter's College is one of thirty-nine self-governing Colleges in the University of Oxford. Founded in 1929 expressly to widen access to Oxford University, it is an open, tolerant, and creative academic community, with harmonious relations between its senior and junior members, and an atmosphere in which academic staff and students from many different backgrounds and countries mix easily and comfortably. The College currently comprises a Master, Professor Judith Buchanan, and 65 Fellows and Lecturers in a wide range of subjects, approximately 350 undergraduate and 200 graduate students, 20 Visiting Students, and c95 members of administrative and domestic staff. St Peter's is a friendly and vibrant academic community and provides an informal and supportive working environment. St Peter's College is a registered charity. Further information may be found at [www.spc.ox.ac.uk](http://www.spc.ox.ac.uk)

### The Role

St Peter's College wishes to build up a pool of casual staff to work in our Dining Hall.

Reporting to the Food and Beverage Managers, the post holders will be working as part of the Hall team to provide outstanding levels of service to all those who use the Hall including academic staff (Fellows and Lecturers), students, staff, and visitors, and to promote a professional and positive image of the College to everyone who dines in the Hall.

The post holders will provide food service within the Hall and Servery, assist the Chefs in preparing food, and will be responsible for helping to maintain the Hall and Servery area to appropriate levels of cleanliness.

### Main Duties

- To establish and maintain a high level of Customer Service for Fellows, Students, College Staff, Conference and Dinner guests and visitors to the College.
- To provide a high standard of service and present a positive image of the College by performing various catering duties for all College members and visitors to the College.
- Serve customers food and beverages from the servery counter or waiter/waitress service as required.

- To carry out manual domestic duties, which include various aspects of manual handling and carrying.
- Clean and prepare service, dining and ancillary areas, ensuring adherence to the required standards of hygiene.
- To co-operate with colleagues in the interest of College students.
- To adhere to and comply with college policies at all times.
- To act within the College's health and safety policy and procedures to ensure a safe working environment.

### **General Duties**

- To assist with the supervision of the delivery of catering services within the college.
- To undertake any other duties, consistent with the purpose of the post, courteously and professionally.

### **Experience Required**

#### **Essential**

- Experience of working in a customer service environment; experience as a Waiter/Waitress
- Ability to work without supervision and under pressure
- Ability to work flexibly and as part of a team
- Excellent interpersonal and communication skills (oral and written), including a high standard of spoken English
- Enthusiastic approach to your work.
- Strong customer focus.
- Flexibility in your duties and working hours.
- Reliable and punctual.

#### **Desirable**

- Experience providing service in a college environment.

### **Terms and Conditions**

The appointment will be conditional on verification of the candidate's availability for employment in the UK.

**Salary:** The College shall pay you an hourly rate of £12.99 per hour. As a Living Wage accredited employer, the college will pay casual workers no less than the prevailing real living wage rate as announced annually.

**Hours of work:** Variable hours (including mornings, weekends and evenings) according to the shift roster. This is a casual role with no guarantee of being offered any shifts.

**Meals:** A free meal is provided in College when on duty when kitchens are open.

**How to Apply:** There is no closing date for this post. Applications will be assessed as they are submitted.

Suitable candidates will be interviewed as soon as possible.

Applications should comprise a detailed CV together with a cover letter (no more than two pages). This should explain your interest in the role and particularly highlight the relevant strengths that you would be able to bring.

Together with a Recruitment Monitoring Form, applications should be sent by email to [human.resources@spc.ox.ac.uk](mailto:human.resources@spc.ox.ac.uk)

**Data Protection**

All data supplied by applicants will be used only to determine their suitability for the post and will be held, as defined in the General Data Protection Regulation (“GDPR”), the Data Protection Act 2018 and the College Policy on Data Protection as amended from time to time.

St Peter’s is an equal opportunities employer and seeks to promote inclusion and diversity. We are committed to ensuring that our Front of House Team is as diverse as possible to better support the diverse population of our College.