

JOB DESCRIPTION

Vacancy reference:	SRF30841
Post Title:	Driver
Grade:	Grade 2
School/Department:	Catering, Hotel and Conference Services
Reports to:	Head Chef - Hospitality

Purpose

To assist in the processes relating to the delivered service of food and drink across the University estate, that meets and exceeds customer expectations.

Main duties and responsibilities

- Ensure good food hygiene, health and safety practices.
- Maintain a safe and secure working environment.
- Adhere to the University food safety code of practice.
- Maintain a high standard of personal hygiene.
- Develop effective working relationships
- Ensure excellent customer service in all areas of responsibility
- Establish and maintain a rapport with customers.
- Deal with individual customer feedback; respond to requests and enquiries from customers.
- Follow the University safe driving code. Ensure the vehicles are road worthy & report defects.
- Prepare the food service areas and vehicles for service.
- Ensure deliveries are correct & on time
- Follow all HACPP & food Hygiene procedures and ensure that all relevant paperwork is completed in line with company policy.
- Follow all regulations & legislation including H&S, fire procedures, and C.O.S.H.H. & accident procedures.
- Such other duties as may be required by the Catering Management Team and to deputise as required.
- To take reasonable care for your own health and safety, and that of persons who may be affected by your acts or omissions at work. You are required to consult your immediate manager on precautions and procedures relevant to your activities. You must comply with local rules, safe working procedures and emergency arrangements and must not interfere with or misuse anything provided in the interests of health, safety or welfare.

Supervision received

This post will be managed by Hospitality Head Chef, and may receive supervision from the Hospitality Manager

Supervision given

N/A

Contact

Customers, staff members, students, suppliers.

Terms and conditions

Due to the nature of hospitality catering, this post will require at least 50% of hours worked to be outside of normal University working hours of Monday to Friday 9am to 5pm. Our typical operating hours are Monday to Sunday 8am to 11:00pm.

Shifts will vary between morning and evenings, week to week, with notice given.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 29/03/17

PERSON SPECIFICATION

Job Title	School/Department
Driver	Catering, Hotel and Conference Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Able to communicate effectively • Excellent Customer Service focus • Good written and verbal communication skills • Problem solving attitude and skill 	<ul style="list-style-type: none"> • Computer Literate in MS Office : Word and Outlook
Attainment	<ul style="list-style-type: none"> • Full UK/EU Driving Licence 	<ul style="list-style-type: none"> • Evidence of level 2 Food Hygiene Certificate • Evidence of further CPD • Certification of Health and Safety at work regulations • GCSE/O Level Qualifications
Knowledge	<ul style="list-style-type: none"> • Knowledge of catering operations 	<ul style="list-style-type: none"> • Manual Handling training
Relevant Experience	<ul style="list-style-type: none"> • Enhancing customer service levels 	<ul style="list-style-type: none"> • Significant experience of driving and delivery business
Disposition	<ul style="list-style-type: none"> • Ability to cope with varying workloads whilst remaining calm and focused 	<ul style="list-style-type: none"> • Problem solving attitude and skills
Other	<ul style="list-style-type: none"> • Work flexibility to cover peaks of business • High Standard of personnel hygiene 	

Completed by: Martin Batt	Date: 29/03/17
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