

<b>Group Member:</b>		Luminate Education Group	
<b>Job Title:</b>		Hospitality Support Team Member	
<b>Reports to:</b>		Deputy Head of Department	
<b>Job Grade</b>	RLW	<b>Department</b>	Hospitality, Travel & Tourism

#### SPECIFIC ROLE RESPONSIBILITIES:

1. Support the hospitality team in daily activities.
2. To provide a high level of customer service to all colleagues, students and external clients.
3. Delivery and retrieving of resources and food trolleys for curriculum sessions.
4. Assist with the maintaining of high standards of cleanliness and hygiene in all curriculum.
5. practical areas including kitchens, equipment and storage areas.
6. Receiving, checking and storage of deliveries following college procedures.
7. To complete administrative duties within the area including completion of monthly stocktakes.
8. To assist staff/learners with technical and product support prior to and within practical sessions.

#### CORE RESPONSIBILITIES:

1. To work as part of the hospitality support team to ensure all daily tasks are completed as scheduled and to the correct standard to enable classes to be resourced as required.
2. To support teaching and learning in the area by setting up class trolleys and teaching materials and supporting the 'student shop'.
3. Identifying food products that need to be utilised to minimise waste, suggesting how these items can be used in classes or to be used to produce goods for the student shop. Job Description.
4. To give technical and product assistance to learners and staff as required.
5. To report any repairs or issues of equipment / resources to the Deputy Head of Department.
6. To ensure all cleaning duties are completed to a high standard of cleanliness and hygiene within all kitchens; equipment and storage areas are cleaned and well maintained, and undertake planned deep clean activities as required.
7. Ensuring all legislative documentation is completed to the required standard.
8. Ensure equipment and resources are maintained following safe working practices and manufacturer's guidelines.
9. Demonstration of safe working practice and procedures within curriculum area including wearing of correct PPE.
10. Maintaining records for chilled, ambient and frozen goods within legal limits for safe delivery and that all required documents are completed for due diligence purposes.

11. To process the curriculum food and resource orders, ensuring sufficient products are ordered in time for curriculum delivery, providing information to appropriate persons when items are unavailable.
12. Negotiating with suppliers to ensure the best prices are secured for the department.
13. Have sufficient commodity knowledge and understanding to be able to suggest replacements of ingredients ordered by the tutors, to minimise food costs.
14. To support the Deputy Head of the department to ensure food cost targets are adhered to, using electronic and manual monitoring systems.
15. Any other duties that are specific to the department.
16. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
17. Ability to participate in evening/weekend work as required.

#### **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote rational practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

#### **Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

#### **Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

#### **Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

#### **Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

#### **Passion**

*Encouraging all to have aspiration and passion in everything they do.*

#### **Creative**

*Always hungry to learn and looking ahead so we can be responsive*

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it is an essential or desirable requirement and at which point in the recruitment process it will be assessed.

#### Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,  
C = Certificate, MT = Micro Teach

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	Q1. Level 2 Maths & English or willingness to achieve within first 12 months.	A / C
D	Q2. Relevant L2 qualification within food safety and health & safety.	A / C
D	Q3. Relevant L2 vocational qualification in a hospitality-related subject.	A / C

<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	EK1. Experience of working within an educational catering environment.	A / I
E	EK2. Experience of working positively with young people.	A / I
E	EK3. Experience in dealing with external customers and delivering exceptional customer service.	A / I
E	EK4. Experience of stock taking and keeping accurate records.	A / I

E	EK5. Experience of providing effective hygiene support, monitoring food safety and due diligence systems.	A / I
E	EK6. Experience of collating and processing orders and deliveries.	A / I
E	EK7. Ability to prioritise and work both independently and as part of a team to ensure the students and tutors receive the required resources in a timely manner.	A / I
E	EK8. A wide commodity knowledge to be able to identify alternative products, as required, to ensure the food costs remain acceptable	A / I
E	EK9. Experience of collating, delivering and retrieving food and resources for curriculum delivery.	A / I

<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	SC1. An enthusiastic individual who has the ability to prioritise tasks and problem solve timely and effectively.	I
E	SC2. Excellent communication skills and proven ability to relate to all levels of staff, students, clients and stakeholders.	A / I
E	SC3. Able to demonstrate a flexible and adaptable approach to work pattern with evening and weekend work throughout the year.	I
E	SC4. Ability to keep accurate and timely records.	A / I
E	SC5. Ability to lift up to 19kg.	I
E	SC6. Ability to work autonomously using your own initiative.	A / I
E	SC7. Ability to positively and effectively communicate to the team to ensure the food ordered is cost effective, whilst meeting the needs of the curriculum.	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I