

Catering Assistant / Barista

Location: Chaffron Way Campus (with occasional cross campus cover)

Hours: Up to 25 per week – on a rota, could include evening work

Contract: Permanent

Flexible Working: We welcome applications from those seeking flexible or part time hours

Salary: Up to £13,6500 pro rata (£20,475 per annum FTE)

Reporting To: Head Chef

IN SHORT

Are you looking for a new customer service/hospitality role without the weekend shifts?

Milton Keynes College Group are looking for a customer focused Front of House/Catering assistant. You will join our existing Catering Team at our Chaffron Way Campus where we have an operating refectory for students and staff in the ITC building.

Working to deliver an excellent commercial function that serves a variety of customers both internal and external, you will be serving a range of food and drink as well as assisting at functions and events. You will provide an excellent customer service experience to customers, ensuring all needs are met with efficiency. You will have the opportunity to work with students who will be gaining valuable, real life experience from our own catering teams and so it's important that you can work well with others, inspiring and motivating to achieve success.

MK College will treat all applicants fairly and with respect, irrespective of their background, disability or any other individual characteristic. We particularly encourage applications from people with backgrounds which are currently under-represented within Milton Keynes College. All offers made to successful candidates are subject to satisfactory outcomes to a range of pre-employment checks including a Disclosure and Barring Service check (DBS). In addition, security clearance is required for all prison services positions up to Counter Terrorist Check (CTC) level.

OUR BENEFITS

- 25 days annual leave, 3 additional days leave for Christmas to New Year closure and UK Bank Holidays (entitlement will be pro-rated for part-time employees)
- Generous Pension Scheme
- Professional development opportunities, including professional qualifications
- Employee Assistance Programme (EAP) accessible 24 hours per day, 365 days per year
- A variety of amazing discounts with NUS Card
- Employee wellbeing platform with options to book free activities

MAKE A DIFFERENCE

In this role, you will:

- To be customer focused and to maintain an exemplarily level of customer service at all time
- To work and share innovative ideas to continually improve the range and service we offer to our customers.
- To assist with the training of students / apprentices that work within the catering outlets
- Delivering a professional range of services in the catering outlets, including providing a consistently high standard of barista coffees, food service as well as both internal and external functions
- Assist the kitchen manager/supervisor with the development of seasonal menus in line with customer, and budgetary requirements
- Ensuring that all administration is undertaken regularly and accurately.
- Attend regular staff meetings ensuring best practice is shared within the team
- Supporting the commercial catering projects and events as required.
- Carrying out regular stock checks in the coffee shop
- Ensuring that stock shortages are highlighted to the relevant supervisor / manager to ensure sufficient stock is available to enable the smooth running of the outlet
- Ensuring that all equipment and resources is maintained to a professional standard and in accordance with health and safety requirements
- Ensuring all aspects of health and safety and food safety in the catering outlets are being adhered to including the completion of HACCP control forms.
- Working as required on occasions such as College open days, advisory evenings and other external functions, to promote the services of the area and generate return customers to the business.
- Undertaking personal and professional development to ensure updating of occupational competence and skills. Including the completion of all mandatory training in a timely manner.
- As an active and enthusiastic member of the Department, contributing to the wider innovation of both the commercial team and the College as a whole; shaping forward direction
- Carrying out duties at all times in accordance with the College's, health and safety and risk management policies and procedures and ensure that the yearly refresher training is completed in a timely manner.
- Promoting by consistent example the values of the College
- Take part in staff development where appropriate.
- Ensure that the PDR process is completed within the agreed timescales
- Work to deadlines as part of a team and under your own initiative.

This job description is just a guide; you'll be expected to be flexible and perform any other duties as reasonably required of you by your manager and your role is likely to evolve and develop over time. In all your duties, you will be required to take reasonable care of yourself and ensure the safety of our students, your colleagues and other people with whom you come into contact at the College.

IT'S ALL ABOUT YOU

KNOWLEDGE, EXPERTISE & QUALIFICATIONS	<ul style="list-style-type: none"> • Hold a customer service qualification or have relevant industry experience, within a catering / hospitality environment • Be barista qualified or have relevant industry experience • Hold a level 2 food hygiene qualification • Recognised assessor qualification or willing to work towards
IMPACT	<ul style="list-style-type: none"> • Work with colleagues across the designated curricula to deliver a quality focused student experience, which engages, inspires and prepares students for the world of work. • Commercial catering experience with a proven track record of delivering a high level of customer service an experience of delivering innovative ideas for the food and beverage services.
QUALITY	<ul style="list-style-type: none"> • Putting the customer at the centre of our decision making • The ability to meet deadlines and organise their workload in an efficient and effective manner to support the business need.
RESPONSIBILITY	<ul style="list-style-type: none"> • Take an innovative and flexible approach to the catering outlet and service delivery • Be able to work as part of a team effectively and have experience of training new staff / apprentices • Be able to train and inspire staff and students to deliver excellent levels of food quality and customer service
RELATIONSHIPS & REPUTATION	<ul style="list-style-type: none"> • Work collaboratively with the catering team to ensure a consistency of service in all our catering outlets • Provide inspiration to both staff and students working within the outlets • Be flexible in working practices in order to maintain the required standards and meet the needs of the business
VISION & DIRECTION	<ul style="list-style-type: none"> • To deliver an excellent food and beverage service in our catering outlets with a focus on providing an exceptional level of customer service and product. • Be able to contribute, participate and share in the responsibility for the development of the Department's work and take an active approach to assist in the wider commercial team.

ABOUT US

Welcoming those who want to learn and improve, we focus on meeting individual needs. The College is at the heart of the city's economic vision and community strategy, in addition to being a major employer with over 1,000 people working with us. We build and nurture strong partnerships with the wider community and local businesses with an interest in making the Milton Keynes College Group a safe, innovative and inspiring place in which to learn and work. We are proud to offer an open and inclusive education experience to learners of all levels and backgrounds, with over 3,000 16-19 year olds currently studying with us and a total student population of over 8,000. We offer a broad variety of qualifications, including vocational courses, apprenticeships, higher education, professional certificates as well as employability skills and community training.

Founded on the principle of Further Education's ability to transform lives through learning, we're proud to create an environment that attracts the best staff and students from Milton Keynes and the surrounding areas and supports education in Prisons nationally. The value we gain from the diverse communities we serve is immeasurable. We want all our staff, students and learners to feel they are an integral part of the College and together we will create an inclusive culture where everyone can contribute to College life and our collective knowledge and growth. When applying for a role at the College, you can expect the same level of commitment towards diversity and inclusion as you'll experience when you've started with us. We treat all our applicants fairly and with respect, irrespective of their background, disability or any other individual characteristic. We particularly encourage applications from people with backgrounds which are currently under-represented within Milton Keynes College.

Code Makers Academy is a subsidiary of Milton Keynes College and is the delivery arm of the South Central Institute of Technology. The South Central IoT is a consortium of prestigious partners led by Milton Keynes College. Anchor partners include Microsoft, McAfee, Evidence Talks, Activate Learning, Cranfield University and KPMG.

The College is also a national provider of education services in prisons across the country. For nearly 30 years, we have worked with offenders in both custody, the wider community and currently work with 19 prisons across England; this includes 13 prisons, which make up the Long Term High Security Estate, and 6 category B, C & D men's prisons.

Milton Keynes College is a committed safer recruitment employer in line with Keeping Children Safe in Education (KCSIE). We take extreme care in ensuring the safety and welfare of children, young people and vulnerable adults. **All offers made to successful candidates are subject to satisfactory outcomes from a range of pre-employment checks including a Disclosure and Barring Service check (DBS). In addition, security clearance is required for all prison services positions up to Counter Terrorist Check (CTC) level.**