

The Leicestershire College

Job Description

1. Job Details

Job Title:	Food Service Assistant
Department:	Catering
Reporting To:	Catering manager
Competency Level:	Business Support 1
Hay Grade:	G2
Salary:	£10,781 per annum (Based on a FTE of £25,266)
Date of Job Evaluation:	tbc
Date:	February 2026

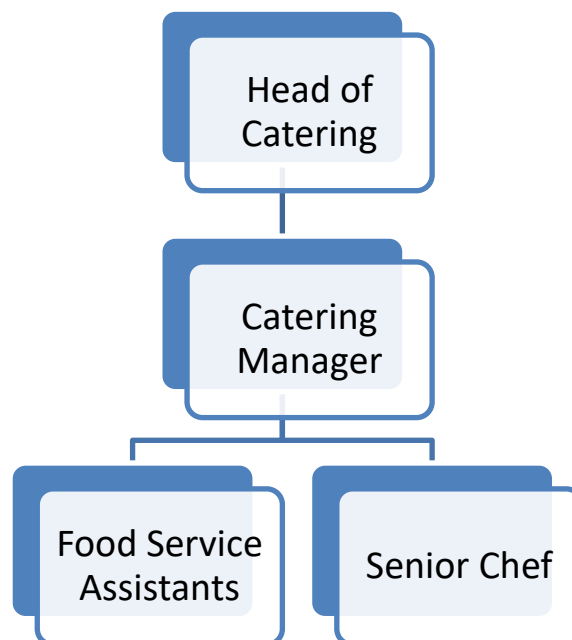
2. Job Purpose

Customer focused person to provide an excellent experience for students, staff and external visitors

3. Dimensions

Not applicable.

4. Organisation chart



Name:	Job Description Template -TLC	Owner:	HR
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5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- To work as part of a team to ensure smooth and efficient business operations
- Offer a friendly welcoming face during food service in the box Office or Campus Kitchen
- Delivery of internal catering around campus – setting out hospitality
- To collect all equipment after the events
- Communicate with chefs regarding allergen and ingredient information prior to food service.
- To ensure displays are full and well presented at all times ensuring efficient stock rotation
- To ensure all areas are kept tidy and clean at all times including the wiping of surfaces and the machine washing of cooking/serving equipment. All cleaning according to cleaning schedule
- To securely handle cash including the use of an electronic till and banking daily takings
- To maintain an impeccable appearance at all times, ensuring compliance with the uniform code and hygiene systems in place for food safety and health and safety
- To develop a friendly but efficient working relationship with customers and colleagues ensuring excellent standards of customer care

- To participate in team meetings
- To keep up to date of current information and instructions including verbal and written information given by team members, Senior Chef and Catering Manager
- To respect professional boundaries and the confidential nature of personal information
- To have a positive, customer focused and can-do approach of work
- To ensure a safe working environment in accordance with Health and Safety Regulations and to follow procedures for reporting accidents and incidents as soon as practicable after their occurrence
- To support, contribute to and take personal responsibility for implementing the College's policy on Diversity and Equality of Opportunity, DDA and Safeguarding
- Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults that you may come into contact with
- To participate in continuous professional development to ensure a high-quality service
- Any other duties commensurate with the grading of the post

Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Responsible for Hazard and Critical Control Points	Accurate documentations and filling of all daily records for hygiene and food safety purposes
Ongoing Personal Development	Liaise with supervisor setting agreed goals and targets
Efficient working practices	To ensure that a high level of customer care is provided at all times

8. Key Working Relationships and Communications

Internal: College Staff and Learners

External: Visitors

9. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
<p>Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team.</p> <p>Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.</p>	<p>Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas.</p> <p>Always considers longer term impact of own tasks. Identifies problems in own work area, collaborates with others to implement solutions.</p> <p>Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.</p>
Ensuring Financial Sustainability	Self-Awareness
<p>Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.</p>	<p>Manages own health, safety and wellbeing; complies with College policies.</p> <p>Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.</p>
Delivering Excellent Quality	
<p>Understands customer expectations; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge.</p> <p>Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.</p>	

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Up to Date Food Safety Certificate		•	Application/ Certificates
2.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
3.	Experience of working in a café or other commercial catering outlet	•		Application
4.	Experience of producing food and serving on a large scale		•	Application
5.	Proven ability to work to a high professional standard		•	Interview
6.	Proven ability to work at high level of customer service	•		Interview
SKILLS & KNOWLEDGE				
7.	Excellent communication skills	•		Application/ Interview
8.	Working knowledge of kitchen hygiene		•	Interview
9.	Highly organised, calm, with great interpersonal skills	•		Interview
10.	Awareness of current legislation in food preparation and service		•	Interview
11.	Experience lifting and carrying duties in similar environment		•	Application/ Interview
12.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
13.	Possess a positive can-do attitude to work	•		Interview
14.	A self-motivated team	•		Interview
15.	Honest, reliable and fair. Takes pride in their work	•		Interview
16.	Promote the College's equal opportunities policy and practices	•		Interview
17.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in February 2026 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
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