



Title of the post: Catering administrator Junior Post
[Fixed term, Full Time]

Department: Catering Department

Reporting to: David Nuttall

The University

Background

Harper Adams University is the leading UK Higher Education (HE) institution focused on the land-based and food supply-chain sectors with an important national role in these subject areas.

Situated on a single campus in rural and scenic Shropshire, the University, and its surrounding area, provide an excellent working and living environment for staff and students alike, yet the University campus is only one hour from the UK's second city of Birmingham. Around 3,000 HE students attend the University, primarily on sandwich courses, which include a year-long industrial placement. Undergraduate and postgraduate degrees are offered. The University also welcomes individuals who wish to undertake CPD or similar professional training to support their careers in the agri-food chain and rural industries.

The University was founded by Thomas Harper Adams in 1901 on the original farmland of the Harper Adams Estate. The University estate includes amenity areas, woodland, and a commercial farm of 205 hectares; with rented land, the total area farmed is approximately 640 hectares, spread over several locations with cereals, potatoes, forage maize and grassland carrying a dairy herd, sheep, beef, pig and poultry units.

The Privy Council awarded taught degree awarding powers to Harper Adams in 1996 and research degree awarding powers in 2006. Full University Title was granted by Her Majesty's Privy Council in December 2012. The University changed its legal status to that of a Company Limited by Guarantee in July 2012 and remains one of a small number of Universities which are Registered Charities. Her Royal Highness The Princess Royal became the University's first Chancellor in 2013.

Academic Provision

The University offers a wide range of courses including Foundation and Honours degrees, in addition to shorter awards designed to meet the continuing professional development needs of those already in the workplace. The subjects are wide ranging and cover Agriculture, Applied Life Sciences, Animal Science and Health, Business, Countryside, Engineering, Food and Land & Property Management. The University has also focused on developing its postgraduate education and research and there are a growing number of postgraduate students at both diploma, masters and PhD level.

Harper Adams has built up an international reputation for the quality of its courses and has achieved the highest possible ratings in recent Quality Assurance Agency reviews, and holds a Gold Teaching Excellence Framework (TEF) award. There is active encouragement of research and the University took part in the last Research Excellence Framework (REF) exercise. 56% of our submitted research was rated either internationally excellent or world leading and 100% was rated of international quality. Our extensive programme of research and education for professionals in the land-based and food chain sectors supports a high profile of business and community reach-out work, short course delivery for businesses and technology

transfer activities supported by strong industry links and partnerships with companies including Saputo Dairy UK (formerly Dairy Crest), CLAAS and Ice Robotics.

Current high profile projects include the Hands Free Farm – following on from the world-first Hands Free Hectare autonomous farming success; controlled traffic farming and development of laser weeding.

Recognition

Harper Adams is consistently positioned highly in a range of national ratings, performance measures and league tables.

The University has been the highest performing modern university in The Times and Sunday Times Good University Guide for the last three years, climbing to 33rd place in the overall league table.

In the QS World Rankings for Agriculture and Forestry published in March 2019, Harper Adams was ranked first in the UK for academic reputation and second in the world for its reputation with employers.

In the 2019 Whatuni? Student Choice Awards, based on student reviews, Harper Adams won the Student Support category for the fifth time – the only university to have taken the title since the awards began - and won the category for best job prospects for a fourth year running.

The university has also made great advances in the Complete University Guide, progressing from 84th to 27th place in five years.

Facilities

Harper Adams has extensive, well-equipped facilities and is constantly investing in its campus. Facilities include a range of modern teaching facilities and an extensive library, a variety of IT suites including an engineering design centre, newly extended laboratory facilities, a field laboratory and a livestock project centre, a glasshouse complex, an agricultural engineering unit with a large covered soil working area and a number of sustainable technology installations. New facilities opened since 2017 include new laboratories, an Agri-Tech Innovation Hub and SMART Dairy Unit. A new Centre for Animal Health and Well-being is due to commence construction in summer 2019 ahead of the opening of the Harper & Keele Veterinary School in 2020. Capital funding to support the development of many of these facilities has been provided through the work of the Development Trust. The University provides a range of training and professional development opportunities via its staff development programme.

Catering and Sports Facilities

The University's Students' Union operates a small gym and squash courts that staff may use on the payment of a nominal fee. The University has an open-air swimming pool bowling green and tennis courts that are available for staff use during the summer period. A variety of University catering outlets provide access to lunch facilities on campus.

For further details about the University, please visit our website:

<http://www.harper-adams.ac.uk>

The Catering Team

The Department, under the direction of the Catering Manager, is responsible for the provision of daily meals for students and University staff and for the provision of conference catering facilities. Major conference activity is normally confined to the holiday/out of term periods.

Present staffing consists of the Catering Manager, Operations Manager, Head Chef, seven full-time Chefs, four Supervisors, thirty contracted Catering Assistants and twenty part-time Catering Assistants. The majority of the part-time staff are employed on term-time only contracts.

There is a modern, well-equipped kitchen adjacent to a large dining room, which operates on a self-service system. The seating capacity of the dining room is 320 although the daily throughput for lunch during term-time can reach 450 – 500. There is also a Cafeteria, with a seating capacity of 100, and a recently opened Café facility in our prestigious new Learning Resources Centre both currently operated during term-time only.

Main Duties and Responsibilities

You will play a key role in catering administration. The post holder will provide excellent service to internal and external customers, work closely with operational colleagues and take a proactive approach to the smooth administration of the department. This role supports department in serving food across the campus to a very high standard for Students, University Staff and Conference guests. The main duties of the role include:

1. Carrying out admin tasks for the catering management team.
2. Menu design , legal signage deemed necessary for a catering business
3. Engaging with students and customers via social media platforms
4. Dealing with cash processing & relevant auditable financial data.
5. Accurately and efficiently completing data entry of catering orders to the computer based booking system when required.
6. Inputting ingredients / stock items / recipes into a computerised stock system
7. Carrying out routine record keeping, filing, photocopying and data entry to ensure accurate records are maintained.
8. Keeping up to date legal documentation for example risk assessments and health & safety documentation
9. Monitoring and responding when needed to incoming departmental telephone calls & e mails
10. Supporting financial reporting & income reconciliation when required.
11. Attending operational meetings to provide information as required, escalating requests & prioritising as necessary.
12. Updating service manuals and working on recycling & sustainability initiatives.
13. Solving problems with senior staff on duty, logging equipment response calls & collating appropriate paperwork to support.

14. Co-operation with other colleagues in a the team to contribute to the work / dept objectives

15. All other duties and responsibilities commensurate with the post and the salary range of the grade.

Personal Specification

	Essential	Desirable
Qualifications	Competent keyboard skills & word processing skills.	Administrative qualifications in procurement Food hygiene certification Food safety qualifications
Experience	Good organizational skills and knowledge of cashing up procedures Ability to prioritise tasks to meet deadlines in a busy environment Experience in simple menu design & layout	Knowledge of catering services & products Experience gained in administrative catering roles Experience ins specialised computer generated menu systems
Knowledge/Skills	Working with Microsoft office, e mail and the web Numeracy & literacy Familiar with social media	Knowledge of stock systems or procurement software – ideally first hand knowledge of Fretwell downing & the saffron system Experience of administrating accounts on social media platforms
Personal Qualities	Ability to communicate effectively both verbally and in writing Customer service experience	Experience in building strong supplier relationships Excellent customer service focused approach

Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

Salary The commencing rate of pay will be £8.23 per hour. Salaries are paid monthly, in arrears, by credit transfer on the 28th day of the month.

Contract Term This is a fixed term (1 year) full time post. The employment may be terminated during the course of the contract by either party giving 1 months' notice in writing.

Hours of Work The routine working week is 37 hours over Monday to Sunday, inclusive. There may be a requirement for overtime working from time to time and time off in lieu may be allowed for agreed hours worked in excess of 37 per week.

Holidays The annual holiday entitlement is 21 working days, plus 3 University closure days and Bank Holidays. Annual holiday entitlement rises to 25 working days with 5 years' service. The holiday year runs from 1 April to 31 March and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.

Sick Leave During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.

Pension The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions. Full details of the Scheme will be provided to the successful applicant upon commencement of employment.

Exclusivity of Service You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

Criminal Convictions The post involves working with children and young persons under the age of 18 and/or vulnerable adults. For this reason the University is entitled to take into account any criminal convictions, cautions or impending case(s) that it considers to be relevant to this post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. The successful

applicant will have to undergo a Criminal Records Bureau check before an appointment can be made.

References

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. **If you do not wish any reference to be taken up at this stage, please enter an 'X' in the relevant box provided on the application form.**

Application Procedure:

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

To be submitted no later than 5pm on Monday 19th August 2019