

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Events Service Assistant

## **College/Department**

Commercial / Estates Campus Services

## **Location**

Buxton Campus

## **Job Reference Number**

0067-22-R

## **Salary**

£9.20 per hour

## **Reports To**

Operations co-ordinator

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

An exciting and flexible opportunity has arisen for individuals who are looking to be employed for casual work, with the busiest time of year being the Summer Holiday period.

The Events Service Assistantwill support the Operations coordinator at the Devonshire Dome, Buxton.

This is a role which requires the applicants be flexible in their approach within a team you will be supporting the Events management team at Buxton with the setting up and breaking down of Events within the Devonshire Dome you will also be supporting the team with delivery of customer service during events.

The Events Service Assistantwill support the Operations co-ordinator to deliver an excellent service to a range of Events.

## **Principal Accountabilities**

1. To maintain the catering facilities and ensuring levels of customer service are met at all time.
2. To maintain service standards set out within the Standard Operating Practice (SOP) manuals.
3. To deliver service that emphasizes motivation, empowerment, teamwork, and a passion for service.
4. To always maintain the highest levels of customer service.
5. Being proactive with any customer complaints within the operations and use reasonable recompense to resolve any advised issues.
6. Liaise with your supervisor to ensure that standards are maintained in the catering facilities.
7. Delivery of the operations as directed by the Operations team.
8. Have a working knowledge and ensuring you, and others are adhering to the University’s Health & Safety policies.

## **Person Specification**

### **Essential Criteria**

#### **Experience**

* No previous experience is required as training will be given

**Skills, knowledge & abilities**

* Enjoys working as part of a team

#### **Business requirements**

* With this position being casual work the hours available vary dependent on business being serviced.
* The applicant can accept or decline shifts to suit their requirements
* The Events business at the Devonshire Dome is seasonal with Holiday periods being our busiest times.
* Willingness and flexibility to working hours

### **Desirable Criteria**

#### **Qualifications**

* Basic food hygiene certificate
* NVQ Level 1 in Hospitality (or equivalent qualification) or currently working towards

#### **Experience**

* Experience of working within a catering environment
* Previous cash handling experience

#### **Skills, knowledge and abilities**

* Experience of working in a busy events environment
* Ability to work independently to complete tasks
* Ability to work under pressure

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement (when applicable) We also offer the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)