



## SELWYN COLLEGE

TE MARU PŪMANAWA

### **SCHEDULE ONE**

**POSITION TITLE:** Servery Assistant

**RESPONSIBLE TO:** The Catering Manager

**DIRECT REPORTS:** Kitchen Hands

**KEY RELATIONSHIPS/HONOKA MATUA:**

- Operations Manager
- Senior Management
- College staff
- Residents
- Contractors to Selwyn

**SELWYN COLLEGE VALUES/TE MARU PŪMANAWA TIKAKA**

Selwyn College/ Te Maru Pūmanawa is a not-for profit residential college on the northern border of the University of Otago campus. The Board of Governors state the fundamental object of Selwyn as “an inclusive academic residential community, founded on the principle of mutual care, valuing and promoting the physical, mental and spiritual wellbeing of all of its members”.

Key values are:

- Community – Selwyn is an inclusive community which demonstrates mutual care;
- Education – Selwyn provides an environment conducive to academic excellence and broad education;
- Hauora/Wellbeing - Selwyn develops the whole person, spiritually, mentally and physically.

**POSITION PURPOSE/TE MAHI**

The Servery Kitchen Hand is mainly responsible for the organisation and service of the lunch service, this includes the presentation and set up of the dining room to maintain the highest standards possible.

Prime Functions include:

- Organisation & set up of the dining room
- Efficient meal service in accordance with given guidelines.
- Effective cleaning of kitchen and dining area, equipment and appliances in accordance with instructions.
- Responsible for laundry duties throughout the shift.
- Timely and proper completion of Food safety documentation & checklists.
- Ensuring that all food served has been dietary checked to ensure safety and wellbeing of staff and residents.
- Supervision of other kitchen hands on duty.



## KEY RESPONSIBILITIES/KĀ HAEPAPA

### 1. Organisation of meal service:

#### *Key Tasks:*

- Restock all beverages.
- Restock crockery, cutlery, and glassware.
- Restock meal accompaniments & accessories.
- Restock salad bar.
- Organize & set up kitchen servery area.
- Kitchen & dining room area is neat, clean & organised.

#### *Successful when:*

- All components replenished & set up correctly in accordance with checklist and instructions.
- All accessories/areas clean & organized according to the required high standard.
- All tasks completed within set timeframe

### 2. Meal service:

#### *Key Tasks:*

- Assist with breakfast service.
- Serving meals/food to students according to instructions.
- Ensure the lunch service runs smoothly, serving residents in a timely manner.
- Learn details of and support residents who have dietary needs to ensure the correct dietary needs have been provided.
- Ensure lunches and sick meals are available in a timely manner.

#### *Successful when:*

- Correct procedures are instituted for meal service in portion, quality & temperature control.
- Meal times adhered to unless otherwise instructed by management.
- Communicating with chef on duty to ensure continual replenishment of dishes to prevent student waiting time.
- Ensuring special diet food/meals are kept separate, is clearly labelled and served safely & correctly.
- Friendly service & positive environment/atmosphere created for residents.

### 3. Cleaning of Kitchen & Dining area:

#### *Key Tasks:*

- Dining room properly cleaned after and during services as required.
- Ensure the Cats and Student Kitchen cleanliness is maintained during the day.
- Kitchen server area thoroughly cleaned & sanitized.

#### *Successful when:*

- Cleaning tasks are done in accordance with checklist & instructions and to the required standard.

### 4. Basic food preparation

#### *Key Tasks:*

- Prepare and make daily salads.
- Lunch/vegetable/other basic food preparation when instructed.

Portioning & plating dessert as specified.

#### *Successful when:*

- Food preparation is done in accordance with instruction or recipe specification and to the required standard.



### 5. Laundry duties:

Key Tasks:	Successful when:
<ul style="list-style-type: none"><li>• Collecting &amp; sorting laundry.</li><li>• Washing &amp; drying laundry.</li><li>• Folding &amp; storage of laundry.</li></ul>	<ul style="list-style-type: none"><li>• Laundry is done according to instructions.</li><li>• Laundry continually done &amp; kept up to date.</li></ul>

### 6. Documentation Completion

Key Tasks:	Successful when:
<ul style="list-style-type: none"><li>• Completion of Food safety plan documentation/checklists.</li></ul>	<ul style="list-style-type: none"><li>• Daily Food safety plan documentation is properly completed.</li></ul>

### 7. Staff supervision:

Key Tasks:	Successful when:
<ul style="list-style-type: none"><li>• Manage &amp; direct other kitchen hands on duty</li></ul>	<ul style="list-style-type: none"><li>• All kitchen hand tasks are completed to the required high standard.</li><li>• All kitchen hand documentation is properly &amp; correctly completed.</li></ul>

### 8. General/Other

Key Tasks:	Successful when:
<ul style="list-style-type: none"><li>• Assist in other areas/carry out any other reasonable request as instructed by kitchen management.</li><li>• Ensuring kitchen management is informed &amp; kept up to date about all and any kitchen/student related matters.</li><li>• Responsible for ensuring kitchen and adjacent areas are locked up at the end of the day.</li></ul>	<ul style="list-style-type: none"><li>• Task/request is successfully completed within set timeframe.</li><li>• Kitchen and all areas are locked at the end of the day. This includes windows &amp; making sure all equipment is switched off.</li></ul>



## **EXPECTED OUTCOMES/KĀ TUKUKA IHO**

- Duties are consistently carried out without the need for close supervision.
- An acceptable volume of quality work is produced.
- Employee complies with Food Safety and Health & Safety procedures as required.

## **PERSON SPECIFICATION/TOHU TĀKATA**

Required experience and competencies:

### **Experience/Knowledge/Wheako/Mātauraka**

- Basic Food safety certificate (Unit Standard 167).

### **Attributes/Āhuataka**

- Ability to follow instructions.
- Ability to work unsupervised with a strong sense of responsibility
- Self-motivated and well organised.
- Strong attention to details.
- Adaptable and Flexible with an ability to be proactive and an ability to take the initiative when needed.
- Good physical fitness, with strength and endurance to work in a busy environment.
- Pleasant, well-mannered and outgoing.
- Willingness and ability to interact and relate well to residents and other staff.

### **Skills/Pūkeka**

- Communication skills.

## **DESIGNATED WORK SCHEDULE**

Key tasks and Other Instructions specific to your position are outlined in the Servery Cleaning Schedule & Checklist



## INDIVIDUAL SPECIFIC ACCOUNTABILITIES:

### Personal

#### Behaviour and Role

- o Adhere to organisational values, policies and guidelines, and consistently role-model these in behaviour;
- o Translate the College's values into professional practices, decision making and actions;
- o Individually accountable for ensuring the tasks and responsibilities of the position are understood; and for the quality of individual work, performance and behaviour;
- o Proactively contribute to the College in achieving relevant planned objectives.

#### Personal and Professional Development

- o Recognise and embrace opportunities to learn, develop, improve and increase effectiveness;
- o Raising recognised individual skills or knowledge gaps or other inefficiencies in role, with Manager;
- o Contribute to individual performance objectives and plans, and monitor performance against those expectations, seeking regular feedback from manager in doing so;
- o Fulfil mandatory/professional competency requirements, and activities identified in performance development plan.

#### Health and Safety

- o Act and work in a manner compliant with current health and safety at work legislation and College policies;
- o Role model safe behaviour and practices, contribute to 'zero preventable harm' and a safe work environment, including raising workplace health and safety concerns for self, students, visitor's and other staff.

#### Sustainability

- o Act in a manner consistent with the College's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

#### Reputation

- o Represent the interests of the College and University of Otago and champion all that is great about working here.

#### Student Experiences and Outstanding Campus Environment

- o Act in a manner which contributes to outstanding student experiences and a professional, collegial workplace.

### People

#### Engage Stakeholders

- o Manage key relationships with staff, students, visitors, contractors and other community members associated with the College;
- o Be responsive to stakeholders and customers resolving any issues or requests in an appropriate manner;
- o Communicate effectively- update stakeholders on progress and maintain strong phone, email, personal or other communication with them;
- o Customer care - take the time to understand stakeholder needs and requirements and work hard to meet them.

#### Business Planning and Alignment

- o Have a clear plan of individual work responsibilities and delivery expectations for the next period (i.e. annual or business cycle);
- o Seek to understand how individual tasks and role contributes to the success of the greater team.



## Service Delivery

### **Risk Management**

- o Identify, report and where possible, rectify, workplace health and safety concerns within work area, alerting other relevant parties to those in their workplace;
- o Manage compliance and risk within area of responsibility, fulfilling any mandatory/professional auditing and/ or competency requirements as requested.

### **Continuous Improvement**

- o Strive to ensure client satisfaction, proactively monitoring satisfaction levels and welcoming feedback as an opportunity to address deficits and lift performance, work and behaviour;
- o Seek opportunities to improve business processes within the College in conjunction with senior staff.