

## **JOB DESCRIPTION**

**Job Title:** Commercial Admin Assistant

**Grade:** Grade 1

**Responsible to:** Head of Operations – Food, Beverage and Retail

### **Job Purpose:**

Under the guidance of the Head of Operations and Head Chef, the role holder is responsible in providing efficient and accurate working practices, especially within the hospitality department.

Responsible for multiple databases, which include stock, purchasing, allergen information and staff scheduling systems.

To assist with meeting clients from various stakeholders to ensure hospitality needs are met and assist with the presentation and service of food and drink at events.

Putting the staff, customers and a culture of continuous improvement at the centre of what we do, the role holder will assist the team in achieving or exceeding financial targets.

### **Main Duties and Responsibilities:**

To provide consistently high standards of service at all times; processing sales; answering queries and providing information

To work with colleagues across the departments to collate high quality, original, accurate and relevant reports related to sales, purchases, trends etc. for the Head of Operations

To meet with clients from various stakeholders to determine the type of catering and food provision required for events

To organise/facilitate hospitality events with clients and Head Chef to ensure the department is delivering effective and consistent standards and service.

To manage various databases including KX catering, excel sheets and online ordering of hospitality. Agresso and invoicing processes

Monitor payments and invoices for internal and external hospitality and ensure payments made on time

To work with the sales development manager of Cornwall Plus and Head Chef to ensure accurate pricing is available at key times during the year

To serve customers and actively promote sales on the phone, online, via email or in person.

To work as part of a wider team across the directorate to deliver organisational objectives and be an ambassador for the department in promoting the aims of the directorate.

Maintain a high level of personal hygiene and appearance, including adherence to uniform standards.

To undertake other duties and responsibilities not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

### **Health, Safety & Legal**

- Record keeping (i.e. temperature checks). Food safety legislation; taking temperatures of food or fridges and freezers, using correct probe attachment and recording the readings on the correct documentation.
- Recording planned cleaning tasks on documents. Recording any wastage of stock. Filling in the bar log to document information relevant to the sale of alcohol.
- Ensuring licensing law is adhered to at all times, including service times, refusal of service to anyone under 18 or intoxicated.
- Operate, clean and maintain all equipment safely and in accordance with training including dishwashers, fridges, freezers, cooking equipment etc.
- Ensure all areas of the work environment are hygienic, tidy and free of hazards at all times and work in a way to minimise risks to health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause risk is used according to the CO.S.H.H
- Have a full understanding of the fire evacuation procedure.

### **General Responsibilities**

- Deliver a level of customer service, which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
- Undertake reasonable duties, which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.
- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

## PERSON SPECIFICATION

**Post Title:** Commercial Admin Assistant

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	Awareness of food hygiene and allergens or ability to achieve in first 3 months of recruitment	Experience in a Higher Education environment
<b>Experience / Knowledge</b>	<p>Office environment experience</p> <p>Good relevant experience in working with businesses within catering, hospitality or events</p> <p>Report writing skills and experience of collating information from various sources for reporting.</p> <p>Relevant experience of project and/or diary management</p>	<p>Previous experience of working in a similar organisation with high levels of responsibility and autonomy.</p> <p>Experience of working within the education sector.</p> <p>Planning of events</p>
<b>Skills / Personal Requirements</b>	<p>A high level of IT skills, with particular competence in Microsoft Office packages including Word, Excel, PowerPoint and Outlook as well as ADOBE and KX</p> <p>Excellent communication and interpersonal skills - written, numerical, telephone and face to face</p> <p>Considerable experience of developing systems and seeking imaginative solutions.</p> <p>Data analysis skills</p> <p>Flexible approach to duties and responsibilities.</p> <p>Significant experience of prioritising a substantial workload and working accurately to challenging deadlines.</p>	<p>Project Management skills-use of recognised applications.</p> <p>Good knowledge of stock control procedure and software</p> <p>Good Audit and stock control experience</p>

