

Temporary Customer Service Assistants

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Company: University of Exeter

Location: Exeter

Category: office-and-administrative-support

Temporary Customer Service Assistants(REF: C00284)

Commercial Operations

Start Date: March onwards, depending on availability

End Date: Ongoing, depending on availability

Weekly hours: Variable (up to 36.5 hours per week)

Pay Rate: £13.45 per hour (including holiday provision)

Location: Streatham Campus – Exeter

Summary of the role

We are looking for highly motivated and enthusiastic team members to join our catering team on our Streatham campus. You will be passionate about customer service and providing an excellent level of service to our customers, a team player who can also work alone. You will demonstrate high standards and be well organised. Experience in roles within catering, retail and kitchens, the knowledge of food hygiene and health and safety would be advantageous.

Training and uniform will be provided. There is the opportunity to work up to 36.5 hours per week if desired and the business need is present. You will have a flexible approach to working hours and practices, as well as having excellent communication skills. The role will include maintaining high standards of cleanliness within a busy environment, in line with Food Safety plus Health & Safety requirements.

We have 20 different outlets that demonstrate exciting new projects with fresh food concepts in trend-setting operations. A variety of locations, culinary operations, and dynamic teams to

work within.

Duties include:

Actively promoting the Commercial Operations Service products by offering advice to customers and acting on their comments and suggestions to increase sales and our brand image.

Serving and dealing with customers in a courteous, friendly, and helpful manner.

Take payment for goods and food using a variety of methods.

Basic food preparation and the serving of food and beverages in line with HACCP and brand standards. To supporting delivery, stock storage, stock control and inventory activities.

On a day-to-day basis, the post holder may be asked to help pack, deliver, and layout collect and clean all food service equipment and boxes.

Replenishment, rotation and checking of stock to meet legal standards and minimise wastage. Maintain the cleanliness, hygiene, and safety of our premises.

Assist your colleagues in completing your establishments daily, weekly, and monthly tasks as directed by your line supervisor and/or manager.

To maintain the highest levels of personal hygiene, appearance, and conduct.

Responsible for ensuring H&S standards are met, including, but not limited to, manual handling.

To complete mandatory training and service specific training such as food hygiene, health, and safety, first aid, COSHH and any other University policies and procedures.

Please apply by sending your CV and covering letter to Duncan Tarrel, Trading Operations Manager - Commercial Operations

The University of Exeter

We are a member of the prestigious Russell Group of research-intensive universities and in the top 150 universities in the world (Times Higher Education World University Rankings 2022 and QS World University Ranking 2022).

Our research income in recent years means we're the fastest growing UK Research

University with some of the world's most influential scientists, and we seek to answer some of the most fundamental issues facing humankind today through this. More than 99% of our research is of international quality and our world-leading research impact is growing faster than any other Russell Group university (2021 Research Excellence Framework). We encourage proactive engagement with industry, business and community partners to enhance the impact of research and education and improve the employability of our students. Read about our world leading research – Green Futures and how we are transforming education for a changing world. We are located in a beautiful part of the country and Exeter (a fast growing tech hub) is one of only a few UK cities to have been designated as a UNESCO Creative City.

Our Equality, Diversity and Inclusion Commitment

With over 27,000 students and 6,400 staff from 180 different countries we offer a diverse and engaging environment where our diversity is celebrated and valued as a major strength. We are committed to creating an inclusive culture where all members of our community are supported to thrive; where diverse voices are heard through our engagement with evidence-based charter frameworks for gender (Athena SWAN), race equality (Race Equality Charter Mark), LGBTQ+ inclusion (Stonewall Diversity Champion) and as a Disability Confident employer. Whilst all applicants will be judged on merit alone, we particularly welcome applications from groups currently underrepresented within our working community. Reasonable adjustments are available for interviews and workplaces.

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Cross References and Citations:

- 1. Temporary Customer Service Assistants**[Industryjobsearch](#) **Jobs Exeter**
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- 2. Temporary Customer Service Assistants**[Scholarjobs](#) **Jobs Exeter** [Scholarjobs](#) ↗
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