



Kellogg College
University of Oxford



Job Description

Summary

Job title	Till Operator
Division	Kellogg College
Department	Domestic Bursary
Location	Kellogg College, Banbury Road, Oxford, OX2 6PN
Grade and salary	Grade 2: £24,945 - £26,979 per annum, pro rata
Hours	Variable hours
Contract type	Permanent
Reporting to	Dining Hall Manager
Additional information	<i>this vacancy is for Kellogg students only</i>

The role

To work as part of a team serving customers on a till. The post holder will work mainly in the Kellogg Dining Hall.

Responsibilities

1. Using a computerised till system to accurately charge members and guests according to their meal entitlements.
2. Use a PED (Credit card) machine effectively to take payments via credit and debit cards.
3. Operate the till quickly, accurately and efficiently so that diners in the queue do not have to wait too long.
4. Comply with regulations of PCI DSS (Payment Card Industry Data Security Standard). Required training will be given.
5. Promptly report any discrepancies between the till database and members' cards.
6. Answering customers' questions about meals and passing queries to the Dining Hall Manager when required.
7. Report any comments and complaints promptly to the Dining Room Manager
8. Report any till and equipment malfunction promptly.
9. Produce the meal till report at the end of each meal that they are working at and safely hand it to the line manager.
10. Adhere to the staffing rota as done by the Dining Hall manager
11. Keeping the till area clean and tidy
12. Complying with GDPR – keeping customer information safe and secure.



Selection criteria

Essential selection criteria

- Ability to handle credit and debit cards and operate a till accurately
- Ability to maintain strict confidentiality at all times
- Evidence of good organisation skills and time management
- Ability to provide a high standard of customer service
- Ability to communicate clearly and accurately, both verbally and written.
- Attention to detail
- Basic knowledge and understanding of Health and Safety issues, particularly relating to Food Hygiene – training will be given.
- To be polite, honest and reliable
- To be presentable and maintain dress and department standards

Desirable selection criteria

- Previous experience with Upay till system
- Previous experience of working with a computerised till system and in a customer facing role.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Kellogg College

The President and fellows of Kellogg are committed to supporting the lifelong learning work of the University and the expansion of opportunities for full-time, part-time, and professional development students. Kellogg is Oxford University's most international College and, at present, comprises the President, 307 fellows, 80 Common Room Members and 1473 Master's and Doctoral students keeping term (1003 part-time and 470 full-time). The College is based on the Norham Manor site in North Oxford, a short distance from the city centre. The College has a reputation for being a friendly and supportive community, which encourages diversity and excellence in all its activities. The College maintains its sense of community through its active calendar of events and its growing student accommodation. Kellogg is a vibrant, growing, and egalitarian College and each of our members and our staff can shape our future and our traditions. For more information, please visit: www.kellogg.ox.ac.uk

How to apply

To apply, please contact: hospitality@kellogg.ox.ac.uk.

If successful, as part of your application, you will be asked to provide details of two referees and indicate whether we can contact them now.

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly at vacancies@kellogg.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or

member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more at <https://staff.admin.ox.ac.uk/thriving-at-oxford>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>