Front of House Supervisor
Job Description

Department: Catering and Conference
Responsible to: Catering and Conference Director
Reports to: Head of Dining and Beverage Services
Salary: FTE £24,040 pa
Hours: Full time hours (40 per week)

Purpose of the Role
To deliver a high quality catering and conferencing service, overseeing the day to day running of all the college front of house services, including daily supervisor of a Front of House team.

Liaising with:
• The Head Chef
• The Hall Supervisors
• The Fellows’ Steward
• The College Wine Steward
• Food representatives of the JCR and MCR
• Other members of the College for the organisation of events
• Suppliers of goods and services
• Conference, event or function organisers

Duties and Responsibilities
• The day to day supervision of a team of Front of House Assistants and a bank of casual workers.
• Working closely with the Head of Dining and Beverage Services in ensuring the Fellows’ Senior Rooms are kept in good order.
• Delivering a high level of dining services to the college community, in particular:
  ❖ Ensuring that Fellows and their guests’ dining needs are met – this will include interacting in a discreet and appropriate manner to establish individual requirements, such as dietary restrictions.
  ❖ Delivering a high level of service for Feasts, Master’s Lodge events, other College events (main events are detailed in the College Calendar) and all external functions to include set-up, running and post-event cleaning and review, identifying successes and areas for future development.
  ❖ Supervising the smooth running of the student Cafeteria in Hall, maintaining high service and health, safety and hygiene standards.
• Support front of house operations with external dinners and functions as and when required.
• To comply with all Food Hygiene Legislation, Health & Safety Legislation & COSHH Regulations, and develop a positive and proactive approach to training, administration & record keeping that may be necessary, and to always show due diligence.
• Support in the delivery of training for all front of house staff to include the Fellows’ Wine Cellar, everyday matching of wine to food at High Table and general levels of customer service.
• Supervise a team of FoH Assistants, ensuring acceptable levels of dress, personal hygiene, timekeeping and behaviour are adhered to.
• To be proactive and willing to attend any relevant training courses

The above is not an exhaustive list of duties. This job description may be subject to change, following consultation between the Dining and Beverage Services Manager and the post holder. The post holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

Person Specification

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<tr>
<th>Skills and Experience</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
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| • Experience of working in a similar environment  
• Front of house experience  
• Attention to detail  
• Numerically astute  
• The ability to work in conjunction with colleagues to maintain high service standards  
• The ability to work to a deadline  
• A good communicator | • Manual handling trained  
• Health and hygiene certification level 2  
• Health and safety certification  
• Allergen awareness training  
• WSET level 2 trained in wine and Alcohol (or equivalent) |