

## **St Hugh's College – Job Description**

**Job Title:** Servery Assistant

**Reports to:** Hall Team Leader

**Direct Reports:** None

### **Role Context**

St Hugh's College catering team consists of between 26 and 80 highly motivated full time and casual members, committed to providing fresh and exciting catering to our students, academics and also commercial guests and VIPs. We provide catering for 51 weeks of the year to:

- around 400 students (between October and July) on a full board basis;
- around 35 formal academic dinners per year;
- more than 5 weddings per year;
- VIP dinners (including to royalty);
- Conference guests;
- external functions

We are looking for a waiter or waitress with some previous experience, including those from within the 4 or 5 star hotel sector, who has a relaxed and sociable personality, to fit in with the friendly atmosphere of this college.

Working in a catering environment requires an element of physical manual handling which can include lifting and transporting catering equipment between our many different buildings, including heavy plates.

### **Overall Objectives**

This is a role with varied duties with daily interaction with students, fellows, external visitors, and VIP clients. On a daily basis, you will be clearing and setting tables, serving meals and dealing with payments. You may also be asked to assist with College functions, where you would greet guests, serve drinks and canapés, and take responsibility for ensuring that guests enjoy their experience. The role will also involve some light cleaning duties.

### **Key Responsibilities**

#### Food and Drink Service

- Meet and greet our students, academics, staff and commercial guests
- Be aware of menus, and serve food from the hot plate.
- Wait at table for College and conference functions (including occasional silver service).
- Serve wines and hot drinks.
- Operate tills during service.
- Make sure tables are clean and tidy after service.
- Assist with refreshments for conferences and events, around the college site.

- Assist with preparation of cutlery, crockery and glassware before and after service, including polishing.

#### Administration

- Ensure that food service and kitchen processes comply with all relevant standard operating procedures, regulations and hygiene requirements.
- Complete cleaning rotas.
- Work collaboratively as part of a busy team.
- Use and care of servery equipment, including daily and weekly cleaning.
- Report faulty or damaged equipment.

#### **Selection Criteria**

Excellent customer service skills, including great communication skills and a willingness to help, “can do” attitude and able to serve with a smile

Passion for food and beverage

High standards of personal hygiene

The ability to remain calm under pressure, and to present a friendly and smiley face to the guest

Awareness of Health & Safety issues

Ability to work alone and as part of a team

Ability to work shifts including evenings, weekends and public holidays as the demands of the role require

Previous experience is essential.

#### **Terms and Conditions**

Salary £17,576 per annum

Hours equivalent to 40 per week working a rota of 5 in 7 days, which may include weekend and evenings

On the job training will be provided

Free lunch at all times of the year when College meals are available

38 days holiday per year, which includes public holidays and Christmas closure period

Oxford Staff Pension Scheme