



St Hugh's College
UNIVERSITY OF OXFORD

FURTHER PARTICULARS - WAITING STAFF

Job Title: Servery Assistant
Reports to: Hall Team Leader
Direct Reports: None

St Hugh's College

St Hugh's is a constituent College of the University of Oxford and was founded in 1886 by Elizabeth Wordsworth, the great niece of the poet. Using money left to her by her father, a bishop of Lincoln, she named it after one of his twelfth century predecessors, Hugh of Avalon, who was canonised in 1220, and in whose diocese Oxford had been. Elizabeth Wordsworth was a champion of the cause of women's education, and her foundation was intended to enable poorer women to gain an Oxford education. The first male Fellow was elected in 1978, and the first male undergraduates were admitted in 1986.

The College has some 420 undergraduates and around 300 graduates, a fellowship of 75, 30 college lecturers, and a non-academic staff of 90. From its beautiful site in North Oxford, the College promotes a thriving culture of research and intellectual engagement.

Role Context

St Hugh's College catering team consists of between 26 and 80 highly motivated full time and casual members, committed to providing professional and friendly service 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 and bed & breakfast guests;
- external functions

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 on site,

Overall Objectives

This is a role with varied duties with daily interaction with students, fellows, external visitors, and VIP clients. You will be responsible to prepare for service, serving meals, clearing tables, and dealing with payments. You will be expected to maintain cleanliness of work areas throughout the shifts. You will also be asked to assist with College functions and events, where you would greet guests, serve food and drinks, and take responsibility for ensuring that guests receive an amazing/ excellent hospitality whilst staying at St Hugh's College.

Key Responsibilities

Food and Drink Service

- Meet and greet our students, academics, staff and commercial guests
- Be aware of menus, allergens and serve food from the hot plate.
- Wait at tables for College and conference functions (including occasional fine dining 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 with a “can do” and a friendly attitude

Passion for food and beverage

High standards of personal hygiene

The ability to remain calm under pressure, and to provide excellent hospitality to all

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

Experience of working in a similar customer facing role; experience as a Waiter/Waitress would be advantageous.

Rewards and Benefits

Salary £17,929.60 per annum for working a 40 hour week, normally 5 days in 7 days, including evenings, weekends and bank holidays. Times of work will vary in accordance with the weekly duty roster which is notified weekly in advance

38 days holiday per year, which includes public holidays and Christmas closure period, which increases with service by a total of 5 additional days

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

Membership of the University of Oxford Staff Pension Scheme

A uniform is provided

Parking is available, and the College also provides a travel card scheme and has designated areas for bicycles

Child care vouchers

Training and development opportunities

Busy, professional and friendly environment

Application Process

Those wishing to apply for this post should complete the on-line application and email it to hr@st-hughs.ox.ac.uk or alternatively application forms can be requested from and return to HR, St Hugh's College, St Margaret's Road, Oxford OX2 6LE or telephone HR on (01865) 274914 .

The position may be discussed further with the Catering Manager, Andrew Sheridan, email: andrew.sheridan@st-hughs.ox.ac.uk

St Hugh's is a self-governing College of Oxford University and is an Equal Opportunities Employer.