



St Hugh's College, Oxford

Assistant Catering Manager: Further Particulars

Job Title:	Assistant Catering Manager
Reports to:	Catering Manager
Responsible to:	Catering Manager
Direct Reports:	Deputy Hall Stewards
Role:	To support the Catering Manager in the overall smooth, efficient and professional running of the catering department. This includes overseeing all the catering provisions and its services provided to the Senior Common Room (SCR), students, staff and commercial visitors, as well as VIP's.

About St Hugh's College

St Hugh's College was founded in 1886 as a women's college and became fully mixed in 1986. The College has some 420 undergraduates and around 400 graduates, 70 Fellows, 30 college lecturers, and a non-academic staff of 100, making it one of the largest colleges in Oxford. From its beautiful site in North Oxford, the College promotes a culture of research and intellectual engagement.

About the role

The Catering Department at St Hugh's College plays a vital role in the College community as it serves all of the meals for our students, Fellows, staff and commercial guests on a daily basis.

We also host many conference, bed & breakfast and VIP guests both during term as well as out of term for which the Catering services are provided in various forms.

The College has a main kitchen and dining hall where the majority of the daily catering activities happen but we have also successfully opened a coffee shop (Wordsworth Tea Room) in our newest building (The Dickson Poon University of Oxford China Centre Building) which is open weekdays to all staff, students, fellows and the China Centre community.

St Hugh's is one of the largest Colleges part of Oxford University, and it take pride in its excellent delivery of high quality food and professional and friendly service.

The Assistant Catering Manager will be responsible to support the Catering Manager and the department in the delivery of a very high standard of hospitality to all the members of College and external guests, including the Principals Lodgings.

We are looking for a dedicated individual with a desire to continuously support the improvement of quality and service delivery of the catering services. You must have a flexible attitude towards working hours.

Main Duties/Responsibilities:

The role includes the following responsibilities but is not restricted to:

General

- Responsible for managing the service on shift which includes supervising the preparation of breakfast, lunch and dinner in Hall (including the Fellows' High Table) and the Wordsworth Tea Room.
- Lead by example, provide consistent welcoming and high-quality customer service, serving a wide range of internal staff and external customers (e.g. Fellows, students, staff, College guests and external guests)
- To support the Catering Manager in the delivery of all income and expenditure that makes up a trading account including sales, procurement, consumption and labour
- Ensuring banqueting service standards for college & conference events are met and all the function and dining rooms are set up ready for service in accordance with the function sheet
- Support the Deputy Hall Stewards in rota management, efficient control of staff management and delivering Front of House (FOH) staff costs to budget
- Support the Catering Manager in the management of the wine cellars, linen control, stock count and cash control
- Support the Catering Manager in monitoring and delivering the department budget
- Utilise the IUMIS and Kinetics booking system and its functions- including uploading tickets ahead of events
- Ensure the team are well briefed and educated before each function and service.
- Execute a courteous, professional and discreet service at all times to contribute to an effective and efficient Front of House service.
- Work closely with the Chefs on the dietary information and the front of house management, training and delivery of those meals.

Staff Management and Training

- Ensure adequate cover is maintained at all times within the Catering Department and according to business demand- including arrange for agency and casual cover.
- Line Manage the two Deputy Hall Stewards as well as supporting the management of the rest of the Front of House team.
- Providing induction trainings.
- Keep accurate time sheets and records of hours worked for payroll purposes.
- Support the Catering Manager in HR matters to coly with HR policies and employment legislation.

- Support the Catering Manager team training, recruitment and staff development including appraisals
- Attend any training where required.

Food Hygiene and Health and Safety

- Ensure all the relevant health and safety and hygiene standards are adhered to at all times.
- Support the Catering Manager in the upkeep of records and training on manual handling and COSHH for all staff.
- Ensure appropriate food temperature control is monitored and records are kept.
- Ensure all equipment is maintained in good order and that any maintenance defects are reported to the Estates Department and reporting catering equipment defects to the Catering Manager.
- Ensure the daily clean of the Front of House is maintained and plans for deep clean are undertaken.
- Basic Food Hygiene Certificate

The above is not an exhaustive list of duties. The post-holder may be asked to undertake and assist in any other tasks as instructed by the Catering Manager within the overall function of the role. We are looking for someone who is not afraid of getting their hands dirty and help the team in peak operational times but at the same time being able to direct and prioritise workload for an efficient smooth service delivery.

Essentials

- A positive attitude towards work and a proven track record of delivering exceptional and consistent hospitality service
- Flexibility regarding working hours (The post holder must be willing to work longer hours, i.e. evenings and weekends, if necessary. This includes overseeing the management of key functions and events and direct hosting if required.), commitment to the role and strong work ethic
- Highly developed interpersonal skills and the ability to build effective work relationships and deal confidently with people at all levels
- Excellent communication skills: the ability to engage with people from different cultures and backgrounds, the ability to write concise and grammatically correct English and the corresponding verbal skills.
- Ability to maintain confidentiality and demonstrate sensitivity.
- Be respectful of other people's opinion whilst being able to provide constructive feedback
- Have good people management skills, including setting personal objectives and providing feedback
- Ability to adapt to changes in working practices
- A willingness to adopt a hands-on approach in a varied and demanding team environment to meet deadlines
- Accuracy and an eye for detail
- Significant experience of providing excellent catering services for function and events and support the management of a large and diverse team

Personal Documentation

The selected candidate will be required to present documentation demonstrating the Right to Work in the UK.

St Hugh's package offers you:

Contract Type:	This is a new role, therefore it is being offered as a 2 year fixed-term contract in the first instance.
Hours of Work:	40 hours per week; this includes split shifts and weekends. During busy periods (e.g. College functions and conferences) you may be asked to alter your shifts. As much notice as possible will be given to you on such occasions.
Salary:	£27,476.80 - £30,284.80 p.a. - depending on experience.
Probation Period:	The post is subject to a six-month probationary period.
Benefits:	<ul style="list-style-type: none">• 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