



FURTHER PARTICULARS – SCR/ SERVERY ASSISTANT

Job Title: SCR (Senior common Room) /SERVERY ASSISTANT
Reports to: Catering Manager and Deputy Catering Manager– SCR and Principal
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;
- Principles events
- 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

Helping the Deputy Catering Manager in charge of the SCR and Principal events with all of the serving duties at High Table. High Table is where the Fellows, Tutors and the Principal along with any SCR members dine for Breakfast, lunch and Dinner. You will also look after the SCR common room (lounge) where refreshments being served throughout the day. All duties to be delivered to the highest level of standard, in a friendly and professional manner. 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 great standard of 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 hospitality whilst staying at St Hugh's College.

When you are not required to serve the SCR, you will be asked to help with duties in the dining hall, serving students, staff and other members of the College.

Key Responsibilities

- Serving food, drinks and wines at SCR and other College related events to a very high standard.
- Serving and assisting with the running of VIP events at the Principal's lodging (house) and other areas in College.
- The preparation of silver and glassware for formal dining events.
- Liaising and assisting the Catering Manager and Deputy Catering Manager (s) on any SCR or student related requirements.
- Organising linen requirements for formal College events.
- Supervising food and drinks service at conferences, graduations and other College events.
- Liaising with the Chefs to ensure you are aware of menus of the day including allergens.
- Operate tills during service, including handling cash when required.
- Make sure tables and all the catering areas are clean and tidy after service.
- Assist with preparation of polishing the cutlery, crockery and glassware before and after service.
- Meet and greet all College members and visitors in a friendly, welcoming and professional manner.
- Work collaboratively as part of a busy team.

Administration

- Ensure that food service and kitchen processes comply with all the relevant standard operating procedures, regulations and hygiene requirements.
- Complete cleaning rotas.
- Use and care of servery equipment, including daily and weekly cleaning.
- Report faulty or damaged equipment.
- Administer the SCR members eating on High Table by ticking off the individual names on the lunch/dinner list

Selection Criteria

Excellent customer service skills

Great communication skills (oral and written)

A "can do" 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 - The salary range is between £20,384-£22,380 depending on the experience, based on 40 hours per week, working 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.

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

Pension - Membership of the University of Oxford Staff Pension Scheme.

Benefits

- Free lunch when on duty at all times of the year when College meals are available.
- A uniform is provided.
- College also provides a travel loan scheme.
- Training and development opportunities.

Application Process

Those wishing to apply for this post should email the on-line application or alternatively an application form can be requested from hr@st-hughs.ox.ac.uk or telephone HR on (01865) 274914.

Closing date: Monday 17th February 2020 with interviews planned week commencing 11th November 2019.

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.