Job Description – Servery Assistant
40 hours per week including evenings and some weekends
Salary £26,478.40 per annum

Job Title: Servery Assistant

Reports to: Hall Managers or Bar Manager, as applicable

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.

From time to time there will be opportunities to work in the College Bar.

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 and amazing hospitality whilst staying at St Hugh’s College.

Key Responsibilities

Food and Drink Service

- Meet and greet all College members and visitors in a friendly, welcoming and professional manner.
- Serving food, drinks and wines at 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 (Senior Common Room) 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 awareness 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.
- Work collaboratively as part of a busy team.
- To be able to run small events and Dinners

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 £26,478.40 per annum per annum, working 40 hours per week to include evenings and some weekends
❖ free tea and coffee and free lunch whilst on duty,
❖ 8 days off for Christmas
❖ 30 days, including bank holidays (Good Friday, Easter Monday, the first and last Mondays in May and the last Monday in August); which increases with service by a total of 5 additional days.
❖ auto enrolled to the University of Oxford Staff Pension Scheme (OSPS).
❖ Training and development opportunities.
❖ College also provides a travel card scheme and has designated areas for bicycles.
❖ University childcare salary sacrifice scheme

To apply, please complete the application below together with the equal opportunities monitoring form and return it to hr@st-hughs.ox.ac.uk

Application Form
Equal Opportunities Monitoring Form

Closing date for applications: midday on Tuesday 31st October 2023

If you have any queries, please email hr@st-hughs.ox.ac.uk

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