



St Hugh's College

UNIVERSITY OF OXFORD

Deputy Catering Manager

1. **Job title:** Deputy Catering Manager
2. **Hours:** 40 hours per week (weekend and evening flexibility will be required)
3. **Salary:** £44,116-£48,651 per annum
4. **Reports to:** Catering Manager
5. **Direct reports:** Assistant Catering Managers - Hall, Catering Supervisor (SCR and Principal), Bar Manager
6. **Job summary:** Working closely with the Catering Manager, the postholder is responsible for the running of the day-to-day catering service operation and working with the catering team to provide an excellent standard of service.
7. **Key relationships:** All Catering staff, staff, Fellows, students and visitors
8. **Background**

St Hugh's is one of the constituent colleges of the University of Oxford and is an independent, self-governing institution that is also a registered charity. St Hugh's is proud of its reputation for being a friendly, inclusive, and progressive community, and is committed to becoming the best employer in the collegiate University. One of the largest colleges in Oxford, there are around 1,000 students, more than 60 Fellows, over 50 lecturers working in a wide range of academic subjects, and a non-academic staff of 120 across all of the College's support and administrative operations.

St Hugh's College Catering Department consists of 30 highly motivated permanent members of staff, supplemented by additional colleagues in busy periods. It plays an important role within the College community as it is responsible for feeding students, Fellows, staff and guests from breakfast to dinner as well as special functions and events during term time. Outside of term the College hosts conferences, and a variety of other functions, for which the Catering Department offers the full range of catering services. We provide fresh and exciting catering for 51 weeks of the year.

9. Main Responsibilities

- Oversee all day-to-day front-of-house catering activities, policies, procedures, systems and records relating to the Catering Department, including the development of catering function SOPs.
- Line manage Assistant Catering Managers, Catering Supervisor (SCR and Principal) and Bar Manager and support them in managing front of house staff, kitchen staff, casual workers and agency staff, dealing with staffing issues as necessary.
- Conduct or arrange effective communication within the Catering operation including daily service briefings, regular supervisory meetings and general team meetings.

- Ensure the front of house operation is staffed to ensure business needs are met in an efficient manner- writing weekly rotas for permanent staff and reviewing the use of casual workers and agency staff.
- Liaise closely with the Head Chef and kitchen staff to ensure a professional and efficient service delivery.
- Flexibility to work in and support other areas of the operation as and when required (SCR, Bar)
- Monitor all catering service standards and take corrective action where needed.
- In collaboration with the Catering Manager, deliver on the agreed financial budget, being mindful of cost efficiencies without compromising standards.
- Assist the Catering Manager with the development and continuous improvement of our Catering service, operations, and ways of working.
- Oversee College events and functions and personally host if required.
- Ensure that all statutory health and safety and hygiene considerations are met, including conducting risk assessments, and ensuring staff are aware of their health and safety accountabilities.
- Other reasonable duties as required by the Catering Manager.

Selection criteria

Essential

- A passion for excellent hospitality and food service and the drive to ensure a consistently high standard of customer service.
- Experience leading front-of-house/ catering teams and delivering high standard service in a hotel, restaurant, college, or similar high-quality catering environment.
- Proven track record of producing consistently high standards of service.
- Proficiency in all aspects of food safety management.
- Comprehensive knowledge of Health and Safety regulations pertaining to the catering industry (including HACCP and COSHH) and ability to execute risk assessments.
- Excellent interpersonal and communication skills; the ability to build effective work relationships and deal confidently with people at all levels of the organisation.
- The ability to lead, develop and motivate a diverse team, including allocating resources and planning shifts and rotas efficiently.
- Proficiency in using computer systems, especially MS Office applications (including Outlook, Word and Excel) and databases, and willingness to learn new systems.
- Ability to solve problems and stay calm under pressure.
- Must be willing to work evenings and weekends if necessary, including overseeing the management of key functions and events and direct hosting if required.
- Lifting and moving of catering equipment as and when required and in accordance with manual handling.

Desirable

- Knowledge of wine in a professional service context
- Personal licence holder
- Level 3 Food Safety

Benefits

- Pension: employment with the College provides enrolment into the **Oxford Staff Pension Scheme (OSPS)**.

- Annual leave: 30 days of annual leave and 8 public holidays per year for full time equivalent staff (8 days of annual leave is reserved to cover the Christmas break when the College is closed).
- Meals: provision of meals free of charge while on duty when the kitchens are open; free tea and coffee.
- Health & Wellbeing:
 - Employee Assistance Programme – a free confidential telephone helpline with access to face-to-face counselling.
 - Free annual flu jab.
 - Free eye tests for all staff and a contribution towards new glasses if your prescription has changed.
- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.
- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.
- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University's colleges, gardens, libraries and museums, and events.

How to Apply

To apply for this role please download, fill out and submit an application form and equal opportunities monitoring form and send alongside a copy of your CV via email to hr@st-hughs.ox.ac.uk. References will be taken up for the successful candidate.

Closing date: 9am Monday 15th January 2024

Interviews: It is anticipated that interviews will be held week commencing 29th January 2024.