

Catering Team Leader**1 Year – Fixed Term Contract****Job Description**

1. **Job title:** Catering Team Leader
2. **Hours:** 40 hours per week - 5 days in 7
3. **Salary:** £30,513.60 - £34,465.60 (Grade 4) inclusive of the Oxford University Weighting £1,500 per annum (Pro-Rata).
4. **Reports to:** Assistant Catering Manager
5. **Direct reports:** Catering Term Members
6. **Job summary:**

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 supervise 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, as well as management of said function. To supervise the food and beverage team under the direction of the Assistant Catering Managers. To provide all students, colleagues and guests with courteous, professional service.
7. **Key relationships:**

Members of the catering team, Catering Manager, Deputy Catering Manager, Head Chef and kitchen team as well as the Domestic Bursar and Conference team.
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. Founded in 1886 to provide an excellent education to women who were otherwise excluded from the University, 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.

The College is run by the Governing Body, consisting of the Principal, 48 academic Fellows, and the senior officers of the College such as the Senior Tutor and the Bursar. The members of Governing Body are the Trustees of the charity and have ultimate responsibility for the governance and operations of the College, although much of this is delegated on a day-to-day basis to a number of key committees and officers.

9. Main Responsibilities

Team Supervision and Customer Service

- Effectively supervise the food service team to ensure excellent customer and food service
- To lead by example, demonstrating excellent team work and the ability both to direct and to follow
- Effectively be able to delegate tasks and responsibility to team members as appropriate in line with job descriptions and instructions from the Assistant Catering Managers
- Effectively communicate appropriate standard operating procedures (SOPs) to the team along with requirements directed by Assistant Catering Managers
- Monitor customer service standards, identify poor performance including highlighting to senior catering management
- Adopt a customer focused approach, effectively engaging with the customer
- Encourage mobility and flexibility in team members to support other areas of college catering activity
- Run and host events when required – supervising the Catering team members – ensuring smooth and professional services.
- Flexibility regarding working hours with commitment to the role and strong work ethic (This includes overseeing the management of functions and events and direct hosting)
- Flexibility to work in and support other areas of the operation as and when required (SCR, Bar, Wordsworth Tea Room, Principal's Lodgings etc)

Food Service

- Consistently demonstrate exceptional standards of food station set up, including cutlery and glassware presentation, in line with SOPs and local working practice
- Working closely with kitchen staff, consistently demonstrate exceptional standards of counter / formal food service in line with SOP's and local working practices
- Operating the Dining Hall Till during food service.
- Effectively communicate with both Pass chef and FOH team when running food services (Duty Manager), including a good understanding on allergens and diets

Administration

- Complete all reasonable tasks as directed by the Assistant Catering Managers
- Assist Assistant Catering Managers in taking a lead with induction and training of new team members
- Assisting Assistant Catering Managers to ensure that staffing levels are correctly set for all larger events
- Ensuring that stocks are maintained in food service areas, notifying Assistant Catering Managers when goods need to be ordered.
- Support the Deputy/Assistant Catering Manager in the management of the wine cellars (taking responsibility for stock required on a daily basis.), linen control & Cellar management.

Health and Safety and Hygiene

- Proactively assist the Assistant Catering Managers to ensure that team members adhere to food hygiene, allergy guidance, Health and Safety legislation, policies and codes of practice.
- Report all maintenance defects, accidents and near misses to the Deputy/Assistant Catering Manager.
- Effectively monitor to ensure that all team member uniform standards are in line with SOPs, reporting to Assistant Catering Managers if this is ignored.
- Assist the Assistant Catering Managers with food service and formals hall and VIP events in Principal's Lodgings, Wordsworth Tea Room and Bar.
- Ensure all food areas are cleared and cleaned in line with SOPs.

Other Duties

To work flexibly across all areas of the College's catering operation, to support holidays, sickness and changes in business demands.

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/Deputy 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.

10. Selection criteria

Essential

- Good communication skills
- Providing excellent customer service and addressing any concerns
- Ability to delegate tasks and responsibility to team members as appropriate
- Very good understanding on allergens and diets
- Highly organized to manage multiple tasks whilst working well under minimal supervision
- Be creative, with an ability to solve problems in highly pressured environments, working closely with colleagues and clients
- High level of attention to detail when setting up for events, ensuring SOP's are adhered to

Desirable

- Level 2 in Food Safety & Hygiene
- Have experience with computer packages, including Microsoft Word, Excel and Outlook

Benefits & other information

- Pension: employment with the College provides enrolment into the Oxford Staff Pension Scheme (OSPS).
- Annual leave: 38 days of annual leave 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 and 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 recruitment@st-hughs.ox.ac.uk. References will be taken up for the successful candidate.

Closing date: 09:00 – Monday 09 June 2025

Interviews: It is anticipated that interviews will be held in person at St Hugh's week commencing 16th June 2025.