

**Catering Team Member****Job Description**

1. **Job title:** Catering Team Member
2. **Hours:** 40 hours (working 5 in 7)
3. **Salary:** Grade 3 £29,536.00 - £32,739.20, inclusive of the Oxford University Weighting £1,500 per annum (Pro-Rata).
4. **Reports to:** Assistant Catering Manager
5. **Direct reports:** None
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 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.
7. **Key relationships:** Members of the catering team, Catering Manager, Deputy Catering Manager, Head Chef and kitchen team as well as the 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.

To deliver friendly and efficient food and drink service across College dining, events and catering outlets. Responsibilities include greeting guests, serving meals and beverages, setting up and clearing tables and supporting conferences and small events.

Ensure all work follows health & safety, hygiene and allergen procedures in line with colleges policies and procedures.

## 9. Main Responsibilities

### Food and Drink Service

- Meet and greet our students, academics, staff and commercial guests
- Be aware of menus, allergens and serve food from the hot plate.
- Wait at tables for College and conference functions (including fine dining service).
- Serve wines and hot drinks.
- Operate Tills during service.
- Make sure tables are clean and tidy after service.
- Assist with refreshments for conferences and events, around the college site.
- Assist with preparation of cutlery, crockery and glassware before and after service, including polishing.
- Assist in the running of small events and Dinners.
- Assist in the Wordsworth Tea Room, the College Bar and Principals Lodgings when necessary.

### Health and Safety and Hygiene

- Follow food hygiene, allergy guidance, Health and Safety legislation, policies and codes of practice at all times.
- Report all maintenance defects, accidents and near misses to the Deputy/Assistant Catering Manager.
- Follow SOP's at all times
- Ensure all food areas are cleared and cleaned in line with SOPs.

### 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.
- 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***

- 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

### ***Desirable***

- Experience of working in a similar customer facing role; experience as a Waiter/Waitress would be advantageous.
- Level 2 Food Hygiene

### **Benefits & other information**

- 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 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](mailto:recruitment@st-hughs.ox.ac.uk). References will be taken up for the successful candidate.

**Closing date:** applications will be considered as they are received