



## Catering Team Member

### Job Description

1. **Job title:** Catering Team Member
2. **Hours:** 40 hours per week (5 in 7)
3. **Grade / Salary:** Grade 3 £30,180.80 - £32,425.60 – Inclusive of Oxford University Weighting (Pro-Rata).
4. **Reports to:** Assistant Catering Manager
5. **Direct reports:** None
6. **Job summary:** The Catering Team Member is responsible for preparing service, serving meals, clearing tables, and dealing with payments. They will assist with college functions and events, greeting guests, and serving food and drinks.
7. **Key relationships:** All staff, Fellows, students, external clients and contractors.
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.

St Hugh's College catering team consists of between 26 and 10 highly motivated full time and casual members, committed to providing fresh and exciting catering 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 6 weddings per year;
- VIP dinners (including to royalty);
- Conference guests and external functions

### 9. Main Responsibilities

## Food and Drink Service

- Provide welcoming and high-quality hospitality and customer service at all times, serving a wide range of internal and external customers (e.g., students, academics, staff and commercial guests) and meeting dietary requirements.
- Wait at tables for College and conference functions (including fine dining service), answering basic queries and responding to customer feedback as required.
- 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.
- Pre-empt problems with service and act to avert them.
- In agreement with the Assistant Catering Manager work in other areas of College when required, such as the Wordsworth Tea Room, the College Bar and Principals Lodgings.

## 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 the Colleges Standard Operating Procedures at all times.
- Administration
- Ensure regular cleaning rotas and other catering checklists are completed according to the standard operating procedures.
- 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 and you will be expected to perform different tasks as necessitated by changing needs and the overall business objectives of the College.

## **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
- Demonstratable experience of providing good customer service
- Previous catering experience
- Passion for food and beverage
- High standards of personal hygiene
- The ability to remain calm under pressure, and to provide excellent hospitality to all
- Knowledge of food safety and hygiene and COSHH regulations
- 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***

- Food Safety Certificate Level 2 (training will be provided)
- Interest in Wine

### **Benefits & other information**

- Pension: employment with the College provides enrolment into the Oxford Staff Pension Scheme (OSPS).
- Annual leave: 40 days of annual leave per year for full time equivalent staff (20 days of annual leave is reserved to cover the Christmas break, Spring & Summer kitchen closure period).
- 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.