



Clare College
Cambridge

Job Description

Job Title:	Front of House Supervisor (maternity cover)
Hours of work:	37.5 hours per week, not including breaks.
Department:	Catering
Responsible to:	Hospitality Manager / Fellows Butler
Purpose of Job:	To supervise and organise pantry, cafe and buttery staff, delivering a highly efficient and excellent quality of service in respect of the service of food and beverages at all College internal and external functions together with ancillary services. Deputising for Front of House Manager as required.
Salary:	
Annual Leave:	34 days per year (including bank holidays)
Other details:	Car parking (when available), College Pension, Meals on Duty, Healthcare Cash Plan, College Bonus Scheme. Breaks include a 30 minute lunch/dinner break and a 15 minute break depending on shift pattern.

Duties and Responsibilities:

Main Responsibilities

- Leading the Front of House Supervisors and assisting with the supervision of Front of House staff, including casuals. Delivering high standard of service to Fellows, College guests and students.
- Plan and being actively involved in the service of food and beverages at College Feasts, Reunion Dinners, special Fellows' Dinners, Conferences and Private Catering Events. As well as dinners held in the Masters' Lodge. Ensuring that every member of staff is briefed before each particular event, and fully aware of any special requirements.
- Being responsible for recruiting the casual waiting staff and managing their rotas.
- Ensure that all College rooms booked for catering use are set up as required and catering delivered on time.
- Ensure that all Front of House and Buttery staff adhere to all College policies as well as the legislation in place regarding Food Safety, Health and Safety and COSSH. Ensure that your team use the College equipment in a safe manner and carry out training on how to use the College basic catering equipment if required.

- Oversee and maintain the booking system for Student Formal Halls on Uniware, ensuring dates are set up in good time for student bookings.
- Conduct spot check in all Food service and coffee service areas to ensure that everything has been set up to the agreed standard, and that all food has been labelled.
- Monitor and develop the skills of your team to ensure that we deliver a high standard of customer service to internal and external guests.
- Ensure that the department works at high efficiency. Producing time table for casual staff, monitoring staff productivity and minimising staff overtime. Ordering of linen and ensuring that all the hired linen; and chemicals are used in a correct and economical way.
- Engaging with internal and external guests, to ensure we meet everyone’s expectations. Answering to every customer feedback in a courteous manner.
- Practice, maintain and develop a high standard of hygiene, sanitation and cleanliness in accordance with the requirements of the Food Safety Act.
- At the request of the Director of Hospitality, you are, from time to time, to assist in the service of food and wine at other events in College.
- Ensuring that the Pantry, café and the buttery and associated food service areas are cleaned to a high standard at all times.
- To take responsibility for the College Plate when required.

General:

- Hands on supervisor who will lead by example and will be willing to share his/her experience and knowledge in order to develop the team.
- Create and maintain a strong team ethic, striving for excellence of service and presentation at all times.
- Seek to improve the product and the service that we offer to our internal and external guests.
- Promote sound attitudes to customer service.

Person specification

Education/Qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Good level of education 	WSET Level 3
Knowledge/Experience		
	<ul style="list-style-type: none"> • At least 2 years in a similar role. • Leadership and management skills • Good organisational skills • Good communication and interpersonal skills including being able to speak English • Customer service skills 	<ul style="list-style-type: none"> • Experience of a College environment

Personal Qualities		
	<ul style="list-style-type: none"> • Friendly, co-operative and helpful/approachable. • Responsible and trustworthy. • Ability to work as part of a team. • Flexible approach and accepting of change. • Ability to communicate effectively to colleagues and other senior management personnel. • Must be able to work weekends and overtime as necessary 	
Special Requirements		
	<ul style="list-style-type: none"> • Must be able to work overtime and weekends as necessary 	

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Clare College reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.