



Clare College  
Cambridge

## Job Description

Job Title:	Front of House Supervisor
Hours of work:	37.5 hours per week (not including breaks). The Front of House staff work a rota system which includes working evenings and weekends. Because of the nature of the College's activities, some work out of hours may also be necessary. Shifts may change in order to cover business needs.
Department:	Hospitality
Responsible to:	Hospitality Manager/Fellows Butler
Purpose of Job:	To supervise and organise pantry 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.
Salary:	up to £31,129 per annum, depending on experience
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. Annual Leave should be taken out of term time.

Duties and Responsibilities:

### Main Responsibilities

- Leading and supervising Front of House staff, including casuals. Delivering high standard of service to Fellows, College guests and students (daily).
- 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 (as required).
- Ensure that all College rooms booked for catering use are set up as required and catering delivered on time (daily).
- 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 COSHH. 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 (daily).
- 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 (daily).

- Being actively involved in the recruitment of new casuals. Monitor and develop the skills of your team to ensure that we deliver a high standard of customer service to internal and external guests (as required).
- Ensure that the department works at high efficiency. Producing time table for casual staff, monitoring staff productivity and minimising staff overtime. Ensuring that all the hired linen; and chemicals are used in a correct and economical way (as required).
- Engaging with internal and external guests, to ensure we meet everyone’s expectations. Answering to every customer feedback in a courteous manner (as required).
- Practice, maintain and develop a high standard of hygiene, sanitation and cleanliness in accordance with the requirements of the Food Safety Act 1990(daily).
- 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 (as required).
- Ensuring that the Pantry, the buttery and associated food service areas are cleaned to a high standard at all times (daily).
- To take responsibility for the College Plate when required (as required).

### Attitudinal Goals

- 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
<b>Qualifications / Academic Achievements / Education</b>	<ul style="list-style-type: none"> <li>• Good level of education</li> </ul>	WSET Level 2
<b>Skills / Knowledge / Training</b>	<ul style="list-style-type: none"> <li>• Leadership and management skills</li> <li>• Good organisational skills</li> <li>• Good communication and interpersonal skills including being able to speak English</li> <li>• Customer service skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least 2 year experience in a similar role</li> </ul>	Experience of College environment

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

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.