



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Food and Beverage Supervisor</b>
<b>Responsible To:</b>	Head Butler (Front of House Manager)
<b>Place of Work:</b>	Christ's College, Cambridge and all property owned by the College in and around Cambridge
<b>Salary Range:</b>	Grade 3, point 31 on the University's single pay spine
<b>Hours:</b>	Permanent, part-time/full-time, 20-36.5 hours per week worked over a rota system, which will include working one weekend in three
<b>Holidays:</b>	33 days annual leave (including public holidays)
<b>Pension Scheme:</b>	The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme, and you have the right to opt in at any time.

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### Job Summary

To support the Head Butler (Front of House Manager) and their Deputy in the supervision of staff who work in Front of House service delivery to ensure high quality of service, efficiency and cost effectiveness in all areas. Utilising effective communication with the Front of House team and other Supervisors in order to ensure a smooth operation and deal efficiently with other College Departments.

### Key Responsibilities

#### Service

- Executing a courteous, professional and discreet service at all times and contributing to an effective and efficient Front of House service.
- Supervising functions as required or as directed by the Operations Manager and/or the Head Butler (Front of House Manager).
- Liaising with the Head Butler (Front of House Manager) over support for all service delivery.

- Delegating duties to other members of the Front of House staff team as appropriate.
- Supervising and assisting in the service of Upper Hall including till operation, monies and stock.

### **Staff**

- Ensuring effective and efficient day to day staffing within area of service delivery.
- Providing details of hours worked for all full and part time staff and casual workers.
- Supporting the Head Butler (Front of House Manager) and their Deputy in providing induction and training for casual workers.
- Supervising all full and part time staff and casual workers during shifts so that they meet appropriate and agreed standards.
- Maintaining a high standard of personal hygiene and appearance and ensuring the same is true for all full and part time staff and casual workers.

### **Wines**

- Ensuring the correct handling and serving of wines during meals and functions.
- Ensuring accurate daily records are maintained of wines and meals taken by Fellows in liaison with the Head Butler (Front of House Manager).

### **College Plate**

- Assisting the Head Butler (Front of House Manager) in the care and control of the College Plate.
- Ensuring at all times that the security measures applied to the control and handling of the College Plate are strictly adhered to.
- Undertaking daily audits of silver cutlery and decoration use.

### **Safety**

- Ensuring all Front of House activities comply with current Health and Safety legislation.
- Ensuring that a safe environment is maintained for members of College, staff and members of the public entering areas used for Front of House activities.
- Maintaining the highest general standards of hygiene and food safety.

### **Room Preparation**

- Undertaking daily housekeeping duties in all areas of service delivery, in collaboration with other staff and casual workers as appropriate.
- Supporting the Head Butler (Front of House Manager) in ensuring that all cutlery and crockery is cleaned to a satisfactory standard.

- Making arrangements for soiled table linen to be ready for weekly collection by the College's contracted laundry service.
- Appropriately storing clean linen on the day it is delivered to College.
- Laying correct table settings for all functions.
- Reporting any maintenance issues to the Head Butler (Front of House Manager) or Maintenance Department, as appropriate.
- Preparing rooms and setting out of papers for College meetings.
- Providing sufficient crockery and drink supplies to the Fellows' Parlour.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

### General Responsibilities

- To take part in the College's appraisal scheme and to undertake training as required.
- To be responsible for your own health and safety in the workplace.
- To fully comply with all the College's policies including equality of opportunity and data protection.
- To undertake any other reasonable request or duties commensurate with your post.

### PERSON SPECIFICATION

Criteria	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> <li>• Good general education to include GCSE passes in English and Maths or their equivalent .</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 Safety Awareness certificate.</li> <li>• First Aid .</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of working in a team</li> <li>• Experience of delivering excellent customer service.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of COSHH in a similar environment.</li> <li>• Good customer service skills.</li> </ul>
Skills/knowledge and training	<ul style="list-style-type: none"> <li>• Ability to develop excellent team leading skills</li> <li>• Ability to achieve and maintain high levels of service and hygiene</li> <li>• Ability to work under pressure</li> <li>• Accuracy and attention to detail</li> </ul>	

	<ul style="list-style-type: none"><li>• Willingness to adopt a flexible and collaborative approach to tasks</li></ul>	
Personal attributes	<ul style="list-style-type: none"><li>• Smart appearance.</li><li>• Honest, reliable and hard working.</li></ul>	