

## Job Description

<b>Job title:</b>	<b>Hospitality Manager</b>
<b>Department:</b>	Catering
<b>Location:</b>	Murray Edwards College premises
<b>Purpose of role:</b>	This is a hands-on role supporting the Head of Catering with the day-to-day running of the front of house activities, including both collegiate and commercial catering and events. The role is instrumental in setting and upholding service standards, managing and developing the FOH team, and leading by example to ensure excellent levels of customer service for all College members and external customers.
<b>Line manager:</b>	Head of Catering
<b>Line manages:</b>	Assistant Hospitality Manager, Front of House Supervisors, Trainee Supervisors, Catering Assistants, Casual and Agency Staff.
<b>Financial responsibility:</b>	Budgets of allotted areas within the Front of House department including staff wages, food costs and ordering.
<b>Salary Band:</b>	Band 5
<b>Hours:</b>	Full time - 37.5 hours per week
<b>Working environment:</b>	All catering areas within the college
<b>DBS check required?</b>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> No

### Management

- To lead, direct and manage all aspects of the Front of House services provided by the Catering Department and deputize for the Head of Catering in their absence
- To monitor, motivate and supervise the performance of the Front of House team, to meet the needs, aims and objectives of the department.
- Undertake performance management responsibilities including the setting of performance objectives and performance reviews
- To communicate with the Kitchen and the Events Office at the weekly meetings and in a timely fashion to ensure the accurate communication of information and the delivery of services, including Theme Nights, Formal Halls and College events.
- Oversee the recruitment and selection of FOH team members, with the support of the Supervisory team and HR.
- Oversee and support with the induction and training of all full and part time Front of House staff with the assistance of the Assistant Hospitality Manager and supervisory team.
- Ensure that the FOH team are consistently and regularly trained in relevant College policies and risk assessments.
- Carry out weekly checks and audits to include function rooms, Front of House, storage areas and equipment, reporting findings to the Catering Manager
- Schedule staff holidays, ensuring continuity of service
- To mentor and support the Supervisory team encouraging their active engagement in the evolution of the department alongside the Head of Catering
- Be the first point of contact for FOH staff issues and concerns, escalating to the Head of Catering and/or HR Department when necessary.
- Ensure that staff records are accurately maintained, including sickness absence, lieu time, timesheets and rotas.
- Maintain and actively encourage positive working relationships between departments, Fellows, students and internal guests as well as with external conference guests, suppliers and other associates.
- Oversee the maintenance of college silver.

### Service

- Ensure that departmental SOPs are maintained and updated, and that all staff members are effectively trained and regularly refreshed on these standards with the support of the Supervisory Team

- Manage the rotas, time sheets and events sheets to ensure the economic and smooth running of the Catering Department.
- Assist with Head of Catering with EPOS and meal booking system to ensure efficient running of formal halls, high tables and all booked meal options.
- To oversee the smooth running of the Art Café and college bar including staff rotas, product ordering, stock takes and all other necessary tasks required in the running of this area.
- Hold regular meetings with the student bodies (JCR & MCR) to establish good working relationships but also gain feedback and ideas to promote the bar, art café and other students' activities within the college.
- Regularly review formal hall and super hall and propose changes to increase numbers and popularity within the student groups.
- Regularly review the Dome cafeteria offering for lunch and dinner and liaise with the Head Chef on ways of bringing in more custom. Monitor and report to Head of catering increases, decreases or trends of the changes made.

### **Sales and Marketing**

- Increase use and footfall in the catering areas of the College by working with the Communications team and JCR/MCR committees to promote our catering offer via social media and internal communications tools such as notice boards and e-noticeboards.
- Regularly obtain student feedback regarding the Dome and Catering facilities and propose changes in response.
- Review all commercial feedback with the Events Department and where necessary, address and implement changes to improve customer experience.
- Communicate with Head Chef and external companies to improve environmental friendly consumables in line with College and Departmental Sustainable Policies
- To deputize for the Head of Catering on relevant committees in their absence.
- Wherever possible, promote upselling within the team and train staff in the process of upselling.
- Look at ways to market Art Café and other elements within the college to improve business and sales.

### **Financial Responsibilities**

- To produce, train and monitor all staff in the College's cash handling and PCI procedures for all Catering tills.
- Ensure the efficient management of resources to minimize waste and where possible improve cost management
- Make recommendations to the Head of Catering in relation to all elements covered by the Catering department and ensuring all purchases covered with the relevant budgets.
- To appropriate the correct funds and budgets to the respective areas to ensure sufficient equipment and stock items are available.

### **Health and Safety**

- Represent Catering and Events on the College Health and Safety Committee when Head of Catering is absent
- Provide support on all aspects of operational Health and Safety and Risk Assessments.
- Work with the Head of Catering to implement, maintain and update the departmental Health and Safety Policy and the Health and Hygiene Policy, ensuring Front of House team are trained to the level required by College policy
- Support the Operational training of staff across the wider department to ensure that Health, Safety, and Hygiene Standards are understood and recorded.
- To ensure a high standard of cleaning in the Front of House forward facing and storage areas and to liaise with the Head Chef on shared areas of work.
- Ensure all plant and equipment are working correctly and remedial action taken as required.
- Undertake annual risk assessments updates, COSHH assessments and other relevant health and safety paperwork to ensure the department is in line with current food safety policies.

To act as an Ambassador for Murray Edwards College at all times and treat all customers and colleagues in a professional manner.

Such Other duties as may be specified from time to time by the Bursar, their equivalent or the Head of Catering.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 2 food hygiene</li> <li>• Personal License holder, or willing to obtain personal licence if successful.</li> </ul>	<ul style="list-style-type: none"> <li>• Conference/front of house services qualification</li> <li>• Level 2 Health &amp; Safety</li> <li>• Level 3 food hygiene</li> <li>• Knowledge of licencing acts</li> </ul>
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of Food and Beverage particularly wines</li> <li>• Strong people-management experience and leadership skills.</li> <li>• Excellent Customer Service Skills</li> <li>• Strong interpersonal and communication skills</li> <li>• Good knowledge of current Food Safety and Health and Safety legislation.</li> <li>• Strong analytical skills including financial literacy, strategic planning.</li> <li>• Knowledge and understanding of allergen legislation and other food safety guidelines</li> <li>• Competent user of Microsoft Office IT Packages, Kx, EPOS, and other specific events/food control software.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of food and wine pairing</li> <li>• Keeping and storing of wines.</li> <li>• Interested in food and wine.</li> <li>• Keen to learn and explore food, wine, and the current trends.</li> <li>• WSET level 1 or 2</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Friendly, confident, approachable and discreet.</li> <li>• Excellent attention to detail.</li> <li>• Ability to manage own and others workloads with minimal supervision.</li> <li>• Extremely well presented with a high standards of personal appearance.</li> <li>• Flexible approach to work and tasks (including shift patterns).</li> <li>• Willing to learn and thrives on new challenges.</li> </ul>	