### Job Description

**Job title:**  
Head of Catering

**Department:**  
Catering & Events

**Location:**  
Murray Edwards College

**Purpose of role:**  
Responsible for the co-ordination and delivery of all the Catering Department’s (Kitchen and Front of House) activities, both Collegiate and Commercial.

To hold a personal drinks Licence and deputise for the Designated Premises Supervisor

Contribute to the Health and Safety Committee and ensure all documentation and essential training across designated departments is undertaken as and when applicable.

**Line manager:**  
Deputy Bursar

**Line manages:**  
Head Chef and reporting team, Front of House Manager and reporting team.

**Financial responsibility:**  
No direct financial responsibility

**Salary and Salary Band:**  
£40,000pa (Band 4)

**Hours:**  
Full time - 37.5 hours per week

**Working environment:**  
Office based, plus Main Hall, Commercial Buildings, Art Café/Bar and College kitchens

**DBS check required?**  
No

## Main Duties and Responsibilities

- Lead, direct and manage all aspects of the services provided by the Catering Department
  - Main responsibility for resourcing of catering teams (Kitchen, Front of House)
  - Monitor, motivate and supervise the performance of Kitchen and Front of House teams to meet the needs, aims and objectives of the Catering/Event Departments.
  - Undertake performance management responsibilities (including the setting of performance objectives and performance reviews) in tandem with the G.M. (A,C&E)
  - Oversee induction and training of all full and part time staff by Kitchen and Front of House Line Managers.
- Directly responsible for the smooth operation of all College and Commercial Events
- Liaise with other College departments as necessary to facilitate the delivery of their diary of events.
- Coordinate and ensure smooth communication between Front of House, Kitchen and Events Office for accurate communication of information and the delivery of services,
- Represent the Catering departments at college committees as required and also collegiate committees. e.g. - Catering Managers Committee, Sustainability Committee

## Service Standards

- Overall responsibility for Quality Assurance, by means of Standard Operating Manuals and ensuring all staff are informed on and trained in these standards by their Line Managers.
• Ensure the economic and smooth running of the Catering (Kitchen, Front of House) Department through administration of rotas, time sheets and events sheets by Line Managers.
• To liaise with the Accommodation Manager on standards of presentation in the public areas and function rooms, and with the Head Chef on shared areas of work.

Sales and Marketing
• Be the main contact point for the seamless delivery of all Catering and Hospitality for Promotional, Sales and Marketing Events, organized by the Colleges Events department, ensuring creative delivery, presentation and service standards reflecting the College to the agreed standards.
• Assist in the Sales, Marketing and Promotion of Wedding activity, primarily through customer liaison and delivery standards.

Financial Responsibilities
• Produce and maintain accurate records for Internal Financial targets and to liaise with the Head Chef and the Events Manager with particular regard to staffing costs and the proportionate spending required to maintain and develop our service capabilities.
• Ensure financial control over the College’s cash handling procedures for all Catering tills.
• Responsible for overseeing the maintenance of the Meal Booking in System and training supervisory staff in its operation
• Management and reporting on the P&L for the Catering & Hospitality department.
• Working closely with the Head Chef, Front of House Manager and Catering Supervisors to ensure set GP margins are achieved or exceeded as and where required
• Management of the Colleges Cellar and cost management of the stock, coordinating Stock Taking on a bi-monthly basis.

Art Café/Bar
• Assist the Deputy Bursar (Designated Premises Supervisor), to ensure the College is compliant and communicate the requirements of the License as and where/when applicable.
• Put in place a Standards and Operating Manual for the JCR bar and train and manage the part time bar staffs’ adherence to this.
• Responsible for all aspects of the Wine List including selection, ordering and pricing, working closely with the Deputy Bursar and nominated suppliers.

Hygiene and Safety
• Contribute to the Health and Safety Committee, supporting the day to day management ensuring that the Catering and Hospitality department is compliant for its Health and Safety policy.
• Represent Catering on the College Health and Safety Committee.
• Write, update and revise as necessary, Risk Assessments for Kitchens, Catering and Front of House Support and advise as required and in a uniform format
• Provide support on all aspects of operational Health and Safety and Risk Assessments as may be reasonably requested in other departments as specified by the Deputy Bursar.
• Working with the Chair of the Health and Safety Committee and Deputy Bursar to implement, maintain and update the departmental Health and Safety Policy and the Health and Hygiene Policy.
• Responsible for the training and Induction of direct reports
• Oversight of safe and efficient working of all plant and equipment.
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/Deputy Bursar for the safe and effective management of the Catering and Hospitality department.
## Person Specification

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td><strong>Conference/front of house services qualification</strong></td>
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<tr>
<td>Level 3 Food Safety</td>
<td><strong>Level 2 Health and Safety</strong></td>
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<td>Personal Licence Holder</td>
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<tr>
<th><strong>Skills, knowledge, experience</strong></th>
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<td>Solid experience in a similar role</td>
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<tr>
<td>Excellent knowledge of Food and Beverage particularly wines</td>
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<td>Excellent Customer Service Skills</td>
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<tr>
<td>Previous experience of managing conference/front of house services</td>
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<td>Strong interpersonal and communication skills</td>
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<td>Good knowledge of current Food Safety and Health and Safety legislation.</td>
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<td>Strong analytical skills including financial literacy, strategic planning.</td>
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<td>Competent user of Microsoft Office IT Packages, FORUM, EPOS, and other specific events/food control software.</td>
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<th><strong>Personal attributes</strong></th>
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<td>Friendly, confident, approachable and discreet.</td>
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<td>Excellent attention to detail.</td>
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<td>Ability to manage own and others workloads with minimal supervision.</td>
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<td>Extremely well presented with a high standards of personal appearance.</td>
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<td>Flexible approach to work and tasks (including shift patterns).</td>
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