# Job Description

## Job title:
Front of House Supervisor

## Department:
Catering Department

## Location:
Murray Edwards College

## Purpose of role:
To effectively operate and oversee the delivery of all aspects of service on all Catering activities.

## Line manager:
Front of House Manager

## Line manages:
The shared Supervisory responsibility for Full and Part Time Front of House Staff and Temporary Staff.

## Financial responsibility:
None direct

## Salary and Salary Band:
£21,500pa (Band 7)

## Hours:
Full time - 37.5 hours per week including evenings and weekends, working on a rota system

## Working environment:
Office and Catering Hall

## Overview of the role

To plan and oversee the smooth and effective running of all of the Front of House Catering activities alongside and with the support of the Front of House Operations Manager

## Main duties and responsibilities:

### Service

- To ensure the appropriate level of service is delivered to all catering activities.
- To monitor, motivate and supervise the Front of House team to ensure the smooth delivery of all events.
- To ensure that all staff are delivering service in accordance to the Operating Standards and Procedures and to train or retrain these standards as required with the support of the Front of House Manager.
- Responsible for the induction and training of all full and part time Front of House staff with the assistance of the FOH Manager and Supervisors.

### Ordering

- To ensure that stock is ordered from the correct suppliers to meet the needs of the business.
- To source new products as appropriate to keep the service offer fresh and up to date.

### Communication

- To communicate with Front of House staff, the Kitchen and the Events Office daily and in a timely fashion in advance to ensure the accurate delivery of meetings, conferences and events.
- To meet with all departments involved on a weekly basis to run through the following weeks events and finalize details.
- To attend relevant meetings with regard to College events such as Graduation, Matriculation and Fellows events.
Administration

- To perform such duties as necessary to contribute to ensuring the economic and smooth running of the Catering Department including assisting in the production of rotas, timesheets and events sheets and the accurate recording of these.
- Assisting in the maintenance of the Meal Booking in System.
- To ensure all Catering notice boards are updated and contain relevant weekly information.

Beverage Service

- To assist with the accurate control, stocktaking and cellaring of all college wines and beverage.
- Ensure that all beverages are served and handled correctly at all times.
- Support the Students’ and Conference Bars and Events Supervisors.

Hygiene and Safety

- To ensure all cleaning duties are carried out effectively and report to the relevant department as required.
- Ensure all plant and equipment are working correctly and take remedial action taken as required.
- Ensure that all regulatory and legislative paperwork is completed as required.

Additional

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 Front of House Manager and the catering Operations Manager.

Person Specification

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<thead>
<tr>
<th>Level of skills, knowledge, experience required:</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>• Some substantial experience in a similar supervisory role</td>
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<td>• Good people management skills</td>
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<td>• Excellent attention to detail.</td>
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<tr>
<th>IT skills required:</th>
<th>Competent user of Microsoft Office IT Packages.</th>
<th>FORUM, EPOS, and other specific events/food control software</th>
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<th>Food handling qualifications required:</th>
<th>Level 2 Food Safety</th>
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| Language skills required: | All staff must be able to speak English to a good level. English is spoken by all staff when on-site. For most posts the ability to read/write English to a reasonable level is required. | |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| **Personal attributes** | • Strong interpersonal and communication skills  
  • Excellent Customer Service Skills  
  • Friendly, confident, approachable and discreet.  
  • Ability to manage own and others workloads with minimal supervision.  
  • Extremely well presented with a high standards of personal appearance.  
  • Flexible approach to work and tasks (including shift patterns). |