



Linacre College

Front of House Supervisor: Job Description

Grade 5: £28, 759-£33, 966 per year, pro-rata for part time appointments

Nature of Contract: Permanent, Full Time

Reporting to: Events Manager

Hours of Work:

36.5 hours per week, on five days out of seven. If you are asked to work more than these hours, you will be paid overtime or offered time in lieu.

A key responsibility is supervision of service during formals dinners which requires attendance between 17:00 and 22:00. The College holds formal dinners every Tuesday and Thursday during term time and may hold dinners on other nights all year round. You will be present at all major college events including those at weekends. The role requires a flexible approach to working hours, ensuring that the needs of college business are met.

You will be entitled to 38 days of leave each year (inclusive of eight Bank Holidays) to be taken by agreement with the Operations Manager.

Key Responsibilities:

1. Event planning and preparation

- Meet with all departments involved on a weekly basis to run through the following week's events and finalize details.
- Attend relevant meetings to plan College events such as Graduation, Matriculation and Gaudies.
- Liaise with the Events Manager to understand, for each upcoming event, the numbers of attendees, their dietary requirements, wine choices, table plans and other requirements.
- Support the Events Manager in recruiting and rostering permanent and casual front of house staff; as efficiently and cost effective as appropriate to the business needs of the College.
- Set service standards and operating procedures with the Events Manager.
- Ensure that there is sufficient appropriate tableware and that it is in good condition. Where new stock is to be ordered you should request this with the Events Manager.
- Ensure the safe-keeping of all College silver, glassware, cutlery and crockery, including overseeing the cleaning, proper handling, inventory and storage.
- Make suggestions to the Events Manager or Head Chef for the enhancement and improvement of the service operations or facilities, particularly to reduce the environmental and social impact.

2. Service

- Lead the Front of House team prominently and by example.
- Manage the waiting staff at each event to ensure that they are smartly dressed, polite, competent and that service is swift and efficient.
- Ensure the set-up and clearing away of pre-dinner drinks and post-dinner teas and coffee in the Nadel or Tanner Room.
- Selected wines should be prepared appropriately for service.
- Ensure that all tables are correctly laid and that silver and glassware is clean and in place.
- Ensure that place names are set out according to the table plan supplied by the Events Manager.
- Ensure that guests are seated for the scheduled start of the meal. If there are named places you should assist guests in finding their seats. If there is no seating plan you should ensure that those diners with dietary requirements have appropriate place cards.
- Direct the service to ensure that all guests receive the correct food, including those with specific dietary requirements.
- Ensure that senior guests are served the correct wine at the appropriate time in the meal.
- Respond to emergencies and unanticipated events, including complaints and concerns from guests during the dinner, liaising with the Lodge and Kitchen as required. Anticipate problems with catering production and service and act to avert them.
- If there are to be speeches at a dinner, you should pause service, and ensure waiting and kitchen teams maintain quiet.
- Inform whoever is presiding at a dinner when guests have finished eating and that the dinner can be brought to a close.
- Ensure that the Dining Hall is left clean, tidy and secure at the end of service. Silverware should be returned to safe storage.

3. Conferences and meetings

- Assist with the provision of all food and beverages supplied to conference delegates and support the Events Manager with internal and external functions.
- Ensure that catering is delivered on time and rooms serviced between catering services.
- Set up and prepare meeting rooms for groups, planning ahead for bookings that occur when not in work
- Welcome and support meeting guests when in College.

4. Leadership, management and training of the front-of-house team

- Train and maintain a team of waiting staff sufficient to operate scheduled events.
- Recruit temporary agency staff by agreement with the Events Manager to meet exceptional demands or unanticipated absences.
- Collaborate with zero hours Front of House lead trained staff to properly cover events where you will not be present.
- Ensure accurate timesheets are completed by front of house staff and safely submitted for payment.
- Monitor front-of-house staff standards and give feedback where praise is due or improvement is needed. Put in place any training needed to meet service standards.
- Ensure that all relevant staff are trained to use the EPOS system.

5. Compliance

- Comply with all College policies and statutory regulations including those relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH.
- Review and manage risk assessments relating to front-of-house operations, including COSHH data sheets.
- Promote a strong health and safety culture.
- Ensure that the licensed activities undertaken by the Front of House team are carried out within the requirements of the law.
- Demonstrable current knowledge of guidance and regulations relevant to the role and to keep up-to-date with changes to legislation.

Skills and experience required

- A highly experienced catering or front of house manager with proven success in managing service delivery in a large organisation.
- Experience in delivering fine dining and banqueting events as well as managing large-scale, high-volume catering areas.
- Experience in building and leading a team, including proficiency in training, managing and motivating a diverse workforce.
- A commitment to a high level of customer service and a keen eye for detail.
- A calm and authoritative personality that can make sensible decisions and give clear instructions under pressure and in stressful situations.
- Strong IT skills and experience in the Microsoft suite of programmes, including the use of databases and email.
- Knowledge of current catering and hospitality developments and best practice.
- Appropriate level of food safety and general health and safety qualifications.
- First Aid at Work certificate or willingness to train to this level.
- Experience in managing and using Event Management Systems and EPOS till systems.

Flexible Working

The hours required for this job will vary each week, blending front of house service at evening dinners with supporting conferences and meetings, as well as preparation for evening events, during the day. Days of work will be agreed with the Events Manager (and Domestic Operations Manager) in advance and it is not expected that you will need to regularly work overtime. Home working is unlikely to be possible in this role.

Training

You will be required to complete College induction training including health and safety, data security and equalities and diversity. You will also require a Level Two Food Hygiene Certificate.

How to apply and conditions of employment

The post will be offered on Grade 5 of the University pay scales.

The appointment will be subject to a probationary period of six months, during which time the appointment may be terminated by either party on one week's notice. Thereafter the required notice period will be three months on either side.

There is an annual leave entitlement of 38 working days, which includes the 8 statutory public holidays.

Lunch when on duty and when the College kitchen is operational is provided free of charge.

All staff are members of the College Common Room and have access to College sport and recreation facilities.

Applicants must be eligible to work in the UK. They will be required to provide suitable evidence to demonstrate this. A list of acceptable documents can be found on the Home Office website.

Applications are to be made on the College website www.linacre.ox.ac.uk/vacancies where you be required to upload a CV. If you require the application form in a different format for accessibility reasons, please do contact the HR Officer at hr@linacre.ox.ac.uk

Closing date for completed applications is 29 March 2024 at 12:00pm (noon)

Interviews will be held (provisional) week commencing 8 April 2024

For any questions about the role, please email the HR Officer (hr@linacre.ox.ac.uk)