# Newnham College Job Description

<table>
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<tr>
<th><strong>Job Title:</strong></th>
<th><strong>Food Service Manager</strong></th>
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<tr>
<td><strong>Reporting to:</strong></td>
<td>Deputy Catering Manager (who reports to the Executive Head Chef and Catering Operations Manager)</td>
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<td><strong>Significant working relationships:</strong></td>
<td>The post-holder works very closely with all members of the Catering Department and will be in frequent contact with Senior Members, Students, Staff and external visitors and guests.</td>
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<td><strong>Place of work:</strong></td>
<td>Newnham College and associated properties</td>
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<td><strong>Tenure:</strong></td>
<td>Permanent</td>
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<td><strong>Salary:</strong></td>
<td>Spine point 32 on the University’s Single Salary Spine, currently £27,979 per annum</td>
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<td><strong>Hours:</strong></td>
<td>Full time, 37.5 hours per week. Working 5 days a week including alternative Saturdays (when there'll be a day off in the week) flexibility is required as there is evening work and to cover functions and events.</td>
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<td><strong>Holidays:</strong></td>
<td>33 days annual leave (inclusive of 8 bank holidays)</td>
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<td><strong>Pension:</strong></td>
<td>The College offers membership of USS (Universities Superannuation Scheme), with a current employer contribution rate of 14.5%</td>
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<td><strong>General terms and conditions:</strong></td>
<td>This post is subject to proof of the right to work in the UK and governed by the provisions in College staff handbook, policies and procedures which may change from time to time. Confirmation in post is subject to satisfactory references and the successful completion of a 6-month probationary period. Thereafter the notice period is 1 month.</td>
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## Main Purpose of Role/Overview:

Supporting the Deputy Catering Manager, this role is to ensure a first-class front of house operation and total customer satisfaction from all the College’s catering facilities and at all events. It is to take a proactive approach to the work, to help train and motivate other team members on the front of house team and be flexible and professional in a fast-changing working environment.

## Main duties and responsibilities:

- In collaboration with the Deputy Catering Manager be responsible for the oversight of front of house service for all catering business and events in the various outlets at the College.
• In consultation with the Deputy Catering Manager and Executive Head Chef, collaborating and maintaining food and beverage offers, and working on the presentation and service as appropriate
• Ensuring complete customer satisfaction
• Dealing with any day-to-day issues and problems and communicating any action to be taken
• In liaison with the Deputy Catering Manager, oversight of front of house training for the front of house teams and casual workers to achieve and maintain a professional and excellent friendly customer service
• Deputising for the Deputy Catering Manager in his absence
• Giving daily briefings to all team members of daily requirements and provisions ensuring that all staff are conversant with cooking methods, portion control and allergen content
• Organisation of staff rota for all front of house shifts
• Liaising with the other Food Service Managers over the organisation and planning of daily worksheets and tasks for staff
• Oversight of all front of house areas; that they are kept orderly and ready for daily business
• Oversight of the opening or closing down if front of house areas as required
• Oversight and operation of the cash registers and debit card machines and of end of day reconciliation
• Ensuring that all front of house staff maintain the high standards of hygiene and cleanliness expected and adherence to all health and hygiene food handling regulations.
• In liaison with the Executive Head Chef, ensuring sufficient food & beverages are provided in all catering scenarios
• With the Food Service Supervisors, oversight and implementation of specific catering requests which might come in from time to time from other College departments
• Liaison with the Executive Head Chef on the storage requirements of consumables and oversight of these being implemented in adherence to health and safety regulations
• Oversight of the presentation of front of house staff, ensuring they wear the correct uniform and are always presented in line with departmental policy
• Contribute to the work in all areas of catering at the College where required

**Health and safety requirements:**

• Apply health and safety regulations as appropriate and to maintain a safe working environment at all times
• Follow food hygiene, health and safety procedures (and risk assessments / method statements) of the College and those specific to the Catering Department;
• Ensure that all food service areas are clean at the beginning and end of service
• Use appropriate Personal Protective Equipment (PPE) for tasks as necessary and as determined by the Head Chef/Catering Manager
• Report any faulty equipment to the Executive Head Chef and/or Catering Operations Manager
• Reporting immediately any incidents, fire, theft, loss, damage, unfit food or other irregularities & taking appropriate action
- Report any potential hazards around the servery or buttery to the Executive Head Chef and /or Catering Operations Manager
- To be aware of, and to enforce, the accident and near miss reporting procedures.

**General:**
- To take part in the College’s appraisal scheme (Workplace discussions) and to undertake training as required.
- To be responsible for your own health and safety in the workplace.
- To comply fully with all the College’s policies including health and safety, equal opportunities and data protection.
- To undertake any other reasonable request or duties, commensurate with this post.

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

*Newnham College is an equal opportunities employer June 2024*
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<tr>
<th>Person Specification:</th>
<th>Essential</th>
<th>Desirable</th>
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| Qualifications, experience and background | • Food Hygiene Level 2 or 3  
• Allergen awareness training.  
• Significant supervisory experience in a fast-paced environment.  
• Some team management experience; involving training and motivation | • A recognised qualification in NVQ levels 1,2 in Food service or equivalent |
| Specific knowledge/skills (technical) | • Excellent leadership and management skills  
• Ability to supervise and train others.  
• Ability to work well on own initiative as well as part of a team.  
• Excellent organisational skills  
• Excellent customer service skills  
• Confident problem-solving skills  
• Good computer skills, including use of Microsoft, Outlook, Excel and power-point.  
• Confident financial skills and ability/experience of dealing with cashing up and cash registers.  
• Commercial awareness and ability to contribute to ideas of saving resources and costs | • Demonstrable sales and marketing experience and skills.  
• Previous experience of using Epos Till system.  
• Previous experience of Kinetics |
| Personal attributes | • Excellent people skills with the ability to relate well at all levels  
• Confidence and resilience  
• Personable with a professional, friendly and customer focused approach.  
• Self-motivated and an ability to work without close supervision  
• The ability to deal with routine and solve issues and problems.  
• Ability to work to deadlines, with changing priorities and remaining calm under pressure.  
• Ability and willingness to learn new skills.  
• A keen eye for detail. | |