

HALL TEAM LEADER FURTHER PARTICULARS



St Peter's College

St Peter's College is one of thirty-nine self-governing Colleges in the University of Oxford. Founded in 1929 expressly to widen access to Oxford University, it is an open, tolerant, and creative academic community, with harmonious relations between its senior and junior members, and an atmosphere in which academic staff and students from many different backgrounds and countries mix easily and comfortably. The College currently comprises a Master, Professor Judith Buchanan, and 65 Fellows and Lecturers in a wide range of subjects, approximately 350 undergraduate and 200 graduate students, 20 Visiting Students, and c95 members of administrative and domestic staff. St Peter's is a friendly and vibrant academic community and provides an informal and supportive working environment. St Peter's College is a registered charity. Further information may be found at www.spc.ox.ac.uk

The Role

Reporting to the Deputy Food and Beverage Manager, the Hall Team Leader oversees the provision of a high-quality food and drink service to the college's members, including Fellows, lecturers, students, non-academic staff, and conference guests. The Hall Team Leader should always work professionally and courteously and ensure that staff under their supervision adhere to the same high standards.

Main Duties

General

- To oversee breakfast, lunch, dinner, formal hall and smaller catered events within the College;
- To support the Food and Beverage Managers;
- To ensure catered events are delivered to an excellent standard;
- To follow function sheets and flag any issues arising to Hall and Food and Beverage Managers;

Line Management

- To line manage Hall Assistants on duty;
- To brief staff fully and effectively before any event in liaison with the chefs;
- To support the Food and Beverage Managers in training new Hall Assistants, ensuring they meet the required standards;
- To monitor staff skills and standards, and make recommendations for training if required;
- To ensure staff performance meets the College's standards of customer service.

Coordination

- To ensure effective communication with kitchen staff, prior to and during any event;
- To liaise with the Head and second Chef to ensure events run smoothly;

Standards

- Effectively supervise the food service team to ensure excellent customer and food service
- Lead by example, demonstrating excellent teamwork and the ability both to direct and to follow
- To monitor feedback and report outcomes after all events;
- To carry out risk assessments throughout the area of service;
- To ensure the security of College chattels in food service areas whilst on duty;
- To resolve customer complaints promptly and efficiently, escalating where appropriate;
- To ensure the host or organiser of any event is satisfied with the arrangements before the event and during service;
- To ensure that the Hall and other service areas are prepared for service and cleaned after service;
- To prepare service areas for the next day if appropriate;
- To always wear the uniform provided and to ensure standards of professionalism are maintained across the team when staff are on duty.

Health and Safety and Hygiene

- Proactively assist the Food and Beverage Managers to ensure that team members adhere to food hygiene, allergy guidance, Health and Safety legislation, policies and codes of practice
- To Implement and maintain statutory and College standards of hygiene, food safety and H&S;
- Report all maintenance defects, accidents and near misses to the Food and Beverage Managers
- Effectively monitor to ensure that all team member uniform standards are in line
- Assist the Food and Beverage Managers with training team members on Health & Safety procedures
- Ensure all food areas are cleared and cleaned in line with SOP

Other responsibilities

- Serve food as and when required in the Hall, Formal Hall and at Private Dinners;
- Operate the till;
- Monitor stock, making the Food and Beverage Managers aware when there's a requirement to place an order;
- Any other duty that falls within the objective of this post.

PERSON SPECIFICATION

Professional skills and experience:

The successful applicant ideally has a formal qualification in catering or hospitality, or have relevant experience within an academic or other similar environment. The College is looking to recruit someone forward-looking with up-to-date service skills and other relevant experience who is keen to work in a college environment.

Essential skills and competences:

In addition to having sufficient experience and very strong service skills, the successful candidate will also need to be able to demonstrate that he or she is, or has:

- Able to work with minimum supervision
- A good knowledge and understanding of the way in which food and wine service (including silver service) works; and the inter-relationship between food service and the Kitchen;
- Able to prioritise and organise own workload;
- Strong interpersonal skills and a good team member;
- Able to work quickly under pressure whilst remaining calm and polite in all circumstances;
- The highest personal integrity, loyalty and commitment;
- Understands health and safety regulations relating to a catering establishment;
- Excellent customer service skills;
- A friendly approachable disposition;
- The commitment to continually improve standards and service;
- Keen attention to detail and the ability to anticipate;
- Discreet, tactful and diplomatic;
- Flexible and prepared to respond to requests at short notice;
- Passion and enthusiasm for high standards of catering service;

Desirable

- Experience in supervising staff.
- Ideally be trained in food hygiene, manual handling and first aid.

TERMS AND CONDITIONS

Appointment: The appointment will be subject (i) to the provision of an original document that indicates your right to work in the UK, and (ii) the completion of an initial probationary period of six months, at any time during which either you or the College can terminate

your employment with one week's notice to the other. Subject to satisfactory review and confirmation of the post, the notice period will be two months on either side.

Salary: The salary for this role on appointment is £30,739 per annum.

Hours of work: Your normal hours of work will be 40 hours per week on an alternating shift pattern including weekends. Bank holidays are worked if they fall within your rota for which a day off in lieu will be given.

Pensions: The post-holders will be entitled to join the Oxford Staff Pension Scheme.

Meals: A free meal is provided in College when on duty when kitchens are open.

Annual Leave: The post holders will be entitled to 30 days paid leave plus Bank Holidays in each leave year. (Pro rata)

How to Apply: There is no closing date for this post. Applications will be assessed as they are submitted.

Suitable candidates will be interviewed as soon as possible.

Applications should comprise a detailed CV together with a covering letter (no more than two pages). This should explain your interest in the role, and particularly highlight the relevant strengths that you would be able to bring.

Together with a Recruitment Monitoring Form, applications should be sent by email to human.resources@spc.ox.ac.uk

Interested candidates wishing to discuss the post informally should contact the Domestic Bursar at kevin.melbourne@spc.ox.ac.uk

Data Protection

All data supplied by applicants will be used only to determine their suitability for the post and will be held, as defined in the General Data Protection Regulation ("GDPR"), the Data Protection Act 2018 and the College Policy on Data Protection as amended from time to time.

St Peter's is an equal opportunities employer and seeks to promote inclusion and diversity. We are committed to ensuring that our Front of House Team is as diverse as possible to better support the diverse population of our College.