

JOB DESCRIPTION

FRONT OF HOUSE OPERATOR

College Background

Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK's first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly life. Girton has been fully mixed since 1979 and remains an inclusive, diverse, and supportive community that strives for excellence. The College has a long history of working to open access to a world class education for under-represented communities.

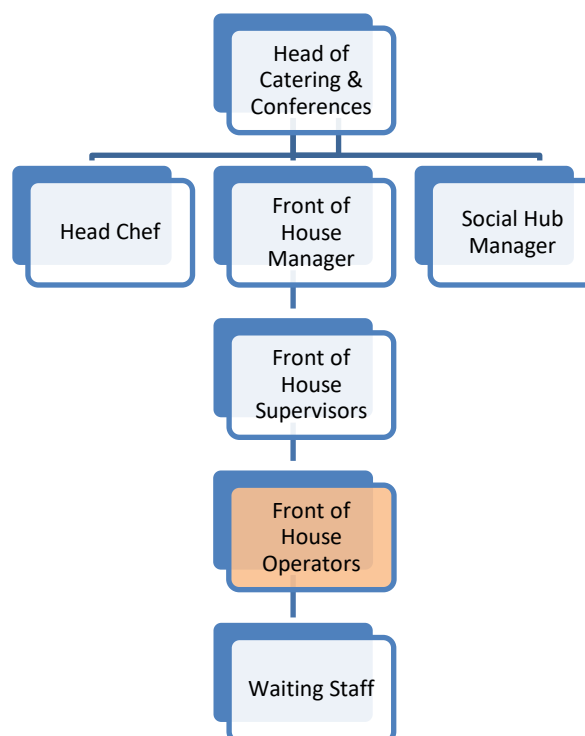
Girton is a relaxed, friendly and close-knit college set in 50 acres of greenbelt that provides a stimulating environment for its students, staff and Fellows. The College offers a holistic educational experience that combines academic rigour with a vibrant social scene as well as excellent welfare provision. It has some 120 Fellows in all, around 80 of whom are fully involved in day-to-day governance, teaching and research. In addition, the College depends on the hard work of over 135 administrative and operational staff who ensure the smooth running of Girton's buildings, services and its estate. Currently, the student community comprises 537 undergraduates and 330 postgraduates.

Role Purpose and Department Structure

Team/ Department: Front of House Team, Catering Department

Reporting to: The Head of Catering and Conferences, through the Front of House Manager.

Close working with: The post holder will work closely with members of the Catering Department.



Purpose of Job

The purpose of this job is to ensure the efficient and smooth running of the Front of House including catering services to all required areas of the College.

Role Duties and Responsibilities

The main duties and responsibilities of the role are listed below. Please note these are not exhaustive but highlight the main tasks.

- Under the direction of the Front of House Manager, carry out allocated daily tasks.
- Provide a high standard of customer service at all times, ensuring all students, staff, Fellows, guests and visitors receive a courteous, attentive and professional experience.
- Ensure that cafeteria and room presentation is maintained to excellent standards during functions, in line with departmental service level agreements.
- Assist at external and internal functions as instructed by the Front of House Team Leader, whilst unsupervised within the rota system.
- Take charge and run, as directed, Front of House arrangements for College events such as Dinners, Buffets, Weddings etc.
- Monitor and ensure the availability and cleanliness of cutlery, crockery, glasses etc.
- Ensure published cleaning and inspection schedules are adhered to.
- Health, Safety and Food Handling Hygiene guidelines are to be followed at all times.
- Ensure correct allergen management at all times, including accurate communication of allergen information to customers, preventing cross-contamination.
- Assist in deep cleaning of the ancillary Front of House areas when requested.
- To provide, on request, records of function details to the Catering office.
- To work in accordance with the Catering department's rota of duties.
- The post holder will be required to be familiar with, and work in accordance with, all College's policies and procedures.
- The post holder will be expected to participate in training designed to minimize occupational risks. This may include manual handling training and other training as advised.
- To undertake any other duties as instructed by the Front of House Manager.

General

- The post holder will be required to work in accordance with College policies and procedures.
- The post holder will be expected to participate in training designed to minimise occupational risks. This may include manual handling training, safe use of Display Screen Equipment, PREVENT, GDPR and other data protection training and Health & Safety training as advised.
- Any other reasonable duties as requested by the Head of People and Culture.

Every job description in the organisation will be subject to a review on an annual basis at the time of the PDR meeting and may be reviewed as a result of a change in strategic direction or operational requirements. It is the shared responsibility of the role holder and their line manager to ensure that job descriptions are kept up to date.

PERSON SPECIFICATION

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role.

Qualifications	Essential	Desirable	Method of assessment
No specific qualifications are required			CV and Cover Letter Interview
Skills and Experience	Essential	Desirable	Method of assessment
Previous experience and knowledge of a catering or conference function		✓	CV and Cover Letter
Good interpersonal skills	✓		Interview
Ability to work with minimum supervision	✓		References
Ability to cope with a varied and demanding workload	✓		References
Personal qualities	Essential	Desirable	Method of assessment
Reliable and trustworthy	✓		CV and Cover Letter
Customer / standards focused	✓		Interview
Willingness to work in accordance with a rota and to offer flexibility in hours of work on occasions	✓		References

As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.

EMPLOYMENT

Salary	USSS Point 28 - 29 - £26,707 to £27,319 (depending on skills and experience).
Working arrangements	Full Time (75 hours per fortnight, including evenings and weekends – shift pattern based on a rota).
Contract term	Permanent, subject to a three-month probationary period.
Annual leave	Pro-rata of 26 days paid holiday plus 8 public holidays.
Other	<p>We also offer:</p> <ul style="list-style-type: none"> Life Assurance 3 X Annual salary Employee Assistance Programme Workplace Pension Health Cash Plan (MediCash) Cycle to Work Scheme Electric Car Scheme Gym & swimming pool Free Staff Lunch and refreshments Staff discount to hold private events in College Local Discounts via the University Access to a Holiday Playscheme <p><i>Some of the above are non-contractual</i></p>