GIRTON COLLEGE
UNIVERSITY OF CAMBRIDGE

JOB DESCRIPTION

Front of House Supervisor

College Background

Since its foundation in 1869, Girton College has led the way in educational empowerment. Founded as the UK's first residential institution for the higher education of women, Girton was part of a global movement for the full participation of women in political, professional, and scholarly life.

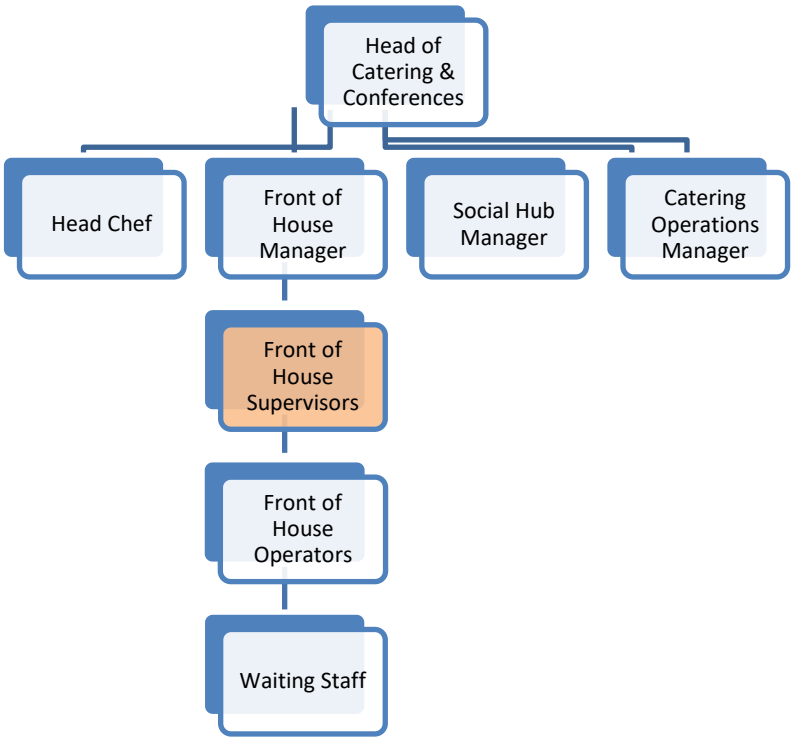
Fully mixed since 1979, Girton remains an inclusive, and supportive community, with academic excellence, intellectual curiosity, and widening participation at its core. Today, the College is home to around 900 students, 150 Fellows, and over 135 professional and operational colleagues.

Set in more than 50 acres of greenbelt, Girton combines rich Victorian heritage with outstanding contemporary facilities, offering a distinctive collegiate environment just outside the centre of Cambridge. The College provides a holistic educational experience, combining academic rigour with a vibrant cultural and social life, and extensive opportunities for personal development.

Girton's global community extends well beyond Cambridge, with more than 12,000 alumni in 116 countries. Our founding belief remains as relevant today as it was in 1869: that education can transform individual lives and help shape a better, more inclusive future.

Role Purpose and Department Structure

Team/ Department: Front of House Team, Catering Department
Reporting to: The Head of Catering and Conferences via The Front of House Manager
Close working with: The post holder will work closely with members of the Catering Department.



Purpose of Job

To assist the Front of House Manager in the efficient and smooth running of the Front of House, including catering services to all required areas of the College and other College sites.

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.

Staff

- Ensure that service is in line with or exceeds agreed standards for your department.
- Working with the Front of House Manager, ensure that all Front of House team members maintain a consistently professional appearance.
- Book casual and agency workers when required. Maintain all records and provide to Catering office.
- Assist in maintaining discipline, excellent presentation, and a high standard of behaviour always.
- Responsible for the induction and training of new casual front of house staff.
- Deputise for the Front of House Manager as necessary in attending operational weekly meetings and organising team briefings.
- Work closely with the Head Chef and his team, to ensuring that menus are understood, and allergens are displayed, special diets are catered for appropriately.
- Check function data on the conference management software system and advise the catering and conference office of amendments required.

Services

- Working closely with the Front of House team to ensure Fellow's meal service and daily coffee and tea service is maintained to the highest standard.
- Work closely with the kitchen team to ensure service timings are met and that all special dietary requirements and allergens are accurately followed and communicated.
- Ensure that the cafeteria is thoroughly cleaned and ready for the appropriate service times. Food to be correctly stored and displayed at all times. Daily menus are displayed.
- Greet clients and oversee their event from start to finish, liaising with organisers to ensure everything runs smoothly and according to plan.
- Preparation of appropriate services required for all functions held at the College e.g. College functions, weddings, conferences and private dinner parties.
- Maintain records of function details and pass for billing.

Stock

- Order and return table linen, manage linen stocks and requirements.
- Ordering flowers as needed for functions.
- Ordering all dry goods required for the Front of House service.
- Assist the Front of House Manager with ordering alcoholic drinks and wines.
- Organising wines and drinks for all events, keeping records of usage.

Health & Safety

- Helping to ensure that health and safety and food hygiene guidelines are adhered to.
- Ensure correct allergen management at all times, including accurate communication of allergen information to customers, preventing cross-contamination.
- Cleaning schedules to be always followed with accurate records being kept.
- Assist in the supervision of the deep cleaning of Front of House at the end of each term.

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
Personal Alcohol License (or willingness to gain licence when in post)		✓	CV and Cover Letter Interview
Skills and Experience	**Essential**	**Desirable**	**Method of assessment**
Previous experience of a catering or conference function.	✓		CV and Cover Letter Interview References
Previous experience of working in a supervisory role.	✓		
Knowledge or ability to learn and apply Food Hygiene guidelines and good understanding of Allergens	✓		
Ability to deputise for the Front of House Manager	✓		
Good interpersonal skills	✓		
Ability to work with minimal supervision	✓		
Ability to cope with a varied and demanding workload	✓		
Attention to detail	✓		
Ability to motivate others	✓		
Personal qualities	**Essential**	**Desirable**	**Method of assessment**
Reliable and trustworthy	✓		CV and Cover Letter Interview References
Customer/standards focused	✓		
Willingness to work in accordance with a rota and to offer flexibility in hours of work on occasions.	✓		

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 33 - 35 - £30,986 - £32,722 (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 six-month probationary period.
Annual leave	Pro-rata of 26 days paid holiday plus 8 public holidays.
Other	We also offer: 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 ***Some of the above are non-contractual***