

## **FRONT OF HOUSE SUPERVISOR**

### **FURTHER PARTICULARS OF THE POST**

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#### **JOB DESCRIPTION**

**Job Title:** Front of House (FOH) Supervisor

#### **Main Purpose of Job:**

To organise, prepare and deliver events and catering activities as required. To meet and greet events' organisers and guests and to make sure that they are satisfied with the service. To act as supervisor of permanent, casual and agency Front of House staff in the Catering and Events Department.

#### **Relationships:**

1. Responsible to: Front of House Manager/College Steward, Executive Chef/Head of Catering and Events
2. Responsible for: Front of House workers
3. Liaison with: Catering and Events team, Kitchen, Lodge, Housekeeping, other relevant departments

#### **Main Tasks of Job**

1. To perform any required front of house duties in order to deliver catering services during events and functions in a timely manner
2. To work closely with the Front of House Manager/College Steward and Events Office in the planning of the events and ensuring that adequate resources are available for the successful delivery of each event.
3. To liaise closely with the Executive Chef with regard to special diets, menus and the running order of the event.
4. To report any complaints to the Front of House Manager/College Steward while striving to resolve them straight away.
4. To ensure that Health and Safety and Food Hygiene regulations are followed strictly and report any irregularities to Executive Chef/Head of Catering and Events.
5. To assist the Front of House Manager/College Steward with cellar duties including putting away wine deliveries and stock movement within the College.
6. To exercise care in the treatment of all personal, confidential and sensitive data to which the post holder has access and for which he/she has responsibility and to ensure that such information is not disclosed to any unauthorized person.
7. Any other reasonable duties as requested by the Front of House Manager/College Steward and Executive Chef/Head of Catering and Events

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Good level of general education	<ul style="list-style-type: none"> <li>• Food Hygiene Level 2 certificate</li> <li>• NVQ Level 3 of Hospitality Management</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A broad knowledge of food and wine from around the world</li> <li>• Working knowledge of Word and Excel</li> </ul>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Ability to supervise up to 10 staff on any occasion</li> <li>• Ability to prioritise and plan ahead</li> <li>• Ability to respond efficiently to changing operational needs while dealing effectively with routine tasks</li> <li>• Excellent interpersonal skills</li> <li>• Excellent customer service skills</li> <li>• Ability to work on own initiative</li> <li>• Ability to carry and lift specific items such as wine cases</li> <li>• Ability to work out of hours and weekends</li> </ul>	
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Minimum two years' experience in conference and banqueting or a restaurant environment</li> </ul>	<ul style="list-style-type: none"> <li>• Oxford College or a similar setting experience</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A flexible and proactive approach to work</li> <li>• Enthusiastic and positive attitude</li> <li>• Excellent team worker</li> <li>• Lateral thinker</li> <li>• Smart appearance</li> </ul>	

## TERMS AND CONDITIONS:

<b>Appointment:</b>	The post is available immediately. It is full time and permanent with a 3 months' probation.
<b>Hours:</b>	Working hours are normally 40 hours per week, excluding time taken for lunch, and such hours as are required for the proper performance of duties. The hours of work may vary according to the peaks and troughs of college activity, and will include evenings and weekends.
<b>Annual Leave Entitlement:</b>	39 days <i>pa</i> including Bank Holidays, some of which you may have to work. The holiday year runs from 1 October to 30 September.
<b>Salary and Benefits:</b>	The starting salary is £26,778 per annum. The salary range is £26,778 to £31,553 per annum. The College operates its own grading system, which is different from that of the University, and which includes six grades, each comprising eight increments. This post is in Wolfson College Grade 3, which is equivalent to the University Grade 4/5. Benefits include pension scheme, free lunch within allowance when on duty, free parking.
<b>Notice period:</b>	1 week during probation, 3 months thereafter.
<b>Other conditions</b>	The post is subject to obtaining satisfactory references, a satisfactory completion of the health questionnaire, satisfactory completion of the right to work check, and signing a contract of employment.

### Equality of opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

### Data Protection

All data supplied by candidates will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the College Data Protection Policy (available on the website at <https://www.wolfson.ox.ac.uk/policies/data-protection-policy>)

### APPLICATION:

Applications should be sent by post to HR Department, Wolfson College, Linton Road, Oxford OX2 6UD or by email (preferred) to [recruitment@wolfson.ox.ac.uk](mailto:recruitment@wolfson.ox.ac.uk) and should include:

- an application form completed in full
- a covering letter which explains how you meet the person specification

We will contact your referees at the shortlisting stage unless you make it clear in your application that you do not wish us to do so.

**The closing date for applications is 14 June 2024. Interviews will be carried out in the week commencing 24 June 2024.**