Food & Beverage Manager

Further Particulars

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Food &amp; Beverage Manager</th>
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<tbody>
<tr>
<td>Department</td>
<td>Domestic Operations</td>
</tr>
<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge, CB1 2EW and associated properties</td>
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<tr>
<td>Reporting to</td>
<td>Head of Domestic Operations</td>
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<tr>
<td>Responsible for</td>
<td>Front of House Food &amp; Beverage Team</td>
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<tr>
<td>Length of Appointment</td>
<td>Permanent</td>
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<td>Probation Period</td>
<td>Six months</td>
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<tr>
<td>Salary Range</td>
<td>£27,285 to £31,604 (Spine Point 36–41) depending on experience</td>
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<tr>
<td>Hours of Work</td>
<td>37.5 hours per week over 5 days including weekends &amp; evenings</td>
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<tr>
<td>Annual Leave</td>
<td>Full time employees are entitled to annual paid leave of 25 days plus public holidays</td>
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<tr>
<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt out at any time</td>
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Purpose of Post

To develop the food and beverage service operation, ensuring that the dining experience is suited to the clientele and delivers excellent service and quality of food and drink. To take overall responsibility for the management of the food and beverage team ensuring adequate staffing levels and high standards of service to the College community and conference guests.

Key Responsibilities

1. To ensure the ambience of the dining is suited to the clientele with commensurate levels of excellent service and quality food.
2. To actively participate in the development of innovative efficiencies and concepts.
3. To ensure there is effective development, training and coaching of the F&B Team to guarantee standards are maintained and further developed.
4. To ensure superior customer service is delivered at all times by the team in the restaurant and bar.
5. To develop and uphold standards in all areas of the college as the Manager on Duty.
6. To ensure there is always compliance with all licensing laws.
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7. To assist in managing the teams efficiently through effective use of rotas; ensuring there is never a drop in service levels; ensuring compliance with employee contracts and Working Times Regulations, as required.
8. To ensure the teams are engaged and have a focus on performance standards and customer care, through observations, training and development and performance management.
9. To be a role model for customer service and for handling any customer service issues or complaints efficiently and effectively so that the team are trained and empowered to handle all aspects of customer service confidently.
10. To ensure that the company’s standards of presentation and uniform and name badge are achieved at all times.
11. To liaise with the chef in charge to ensure that food appearance and presentation is maintained throughout service periods in the restaurant.
12. To regularly monitor food hygiene to ensure that the standard achieved by staff within the restaurant and bar operations are in line with Company standards, which includes staff training and processes and also cleaning of the areas and filling in the daily and weekly job sheets.
13. To maintain individual and team performance standards, using the full range of improvement interventions e.g. coaching, counselling etc. where necessary and taking disciplinary action where appropriate.
14. In the absence of the Head of Domestic Operations to organize and run monthly F&B departmental meetings using prescribed agenda and minute formats to ensure the teams are well informed about company, departmental and operational issues; to discuss customer feedback; to give opportunities for feedback and suggestions to be received and actioned where applicable.
15. To support the recruitment of staff as required, working with HR to ensure good and effective interviewing is carried out.
16. To ensure all new staff are integrated well into the team and trained in order that they can be up to speed as soon as possible and are fully aware of what is required to deliver excellent customer care.
17. To support the Head of Domestic Operations to specify and organize, using the College’s Annual Development Review (ADR), the training of all relevant reporting staff on the correct methods of working, customer service standards, systems and procedures and relevant current statutory regulations.
18. To ensure that all training is recorded on the individual’s training file held by HR.
19. To assist the Head of Domestic Operations in managing staffing costs and ensure that accurate records are kept of basic hours, absenteeism, sickness and holidays and informed to Payroll and recorded on HR Select.
20. To work as a manager on duty by rota, as required.
21. To ensure the highest standards of customer service and presentation are achieved at all times.
22. Effective management of private events ensuring the guests are provided with delivery of exceptional service leaving a lasting impression.
23. Management and rising of operational standards, in terms of presentation of the areas, as well as improving skills levels and effectiveness of the staff, employing the company values and principles.
24. Regular communication at all levels to ensure accurate information is passed to all
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relevant individuals regarding operational, company and departmental information to carry out their role effectively. To be visible during service times and be the host of Hughes Hall, ensuring events are running in line with customer requirements.

25. To manage, organise and motivate operational staff to ensure services are ready as per client requests and function sheets.

26. To check that all staff are dressed in accordance with company standards.

27. To ensure a smooth and accurate handover from one shift to another.

28. To identify breakdowns and equipment malfunctions and report them on to the maintenance team for action.

29. Be available to handle emergency issues during the day and evening and take appropriate action & record accurately details for handover.

30. To identify improvements both on up-selling opportunities and enhancement of the guest stay.

31. To undertake company training.

32. To ensure all restaurant and bar stock and equipment par levels are maintained via monthly audits. Investigate and report any drop in levels and action an order to replace the missing stock.

Person Specification

Knowledge and Experience
1. Minimum of 3-5 years management experience in Food & Beverage Operations.
2. Good general knowledge of College life.
3. Awareness of the Health & Safety at Work Act 1974 and ability to complete risk assessments and hazard analysis paperwork.
5. Experience at a senior level food & beverage.
6. A university degree or equivalent qualification is desirable but not essential.

Personal Skills and Abilities
1. Commercial awareness.
2. Sound leadership and line management qualities.
3. Highly developed interpersonal skills.
4. Excellent communicator.
5. Flexible and responsive in approach to direction received.
6. Willingness to offer commitment to the post in terms of energy, enthusiasm and time.
7. Adaptive and receptive to change and variety with the ability to cope with a varied and demanding workload.
8. Good sense of humour.

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.
Application Process

To submit an application for this vacancy, please complete the job application form and include a covering letter. Please also complete the College’s Equality and Diversity Form. These should be emailed to: HR@hughes.cam.ac.uk. The closing date for applications is **Friday 20 October at 12 noon**. Interviews will be held on Wednesday 1 November.

For an informal discussion about the post, please contact the Head of Domestic Operations: domestic.operations@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager: HR@hughes.cam.ac.uk.

The College

Hughes Hall is the oldest of the University of Cambridge’s six graduate colleges. It was established during the Victorian golden age of Cambridge college foundations with a pioneering purpose to provide postgraduate training for women teachers. Today the College accepts male and female students for all the subjects taught in the University. Our vision for Hughes Hall is to be a recognized leader in the University of Cambridge by 2056: a pioneering college for the third millennium. We are dynamic in our approach, developing a unique global impact at the cutting-edge of the academic, professional and commercial worlds.

As a graduate college, Hughes Hall specialises in supporting students studying for taught and research graduate degrees. We also welcome mature students studying for undergraduate degrees. All students share in a distinctive and dedicated academic context created by a mature and committed community of scholars. A distinctive aspect of college life at Hughes Hall is an egalitarian culture where interaction and engagement between Fellows and students is open and encouraged. Unlike most colleges, Hughes Hall does not have a “High Table” reserved for Fellows at mealtimes. There are opportunities for Fellows, Senior Members and students to share interests and learn from each other in a relaxed and interdisciplinary environment.

We are making our mark on the world. Our alumni are now reaching global positions of influence, ensuring that our innovative excellence is reaching the highest levels of influence. We now have the second largest number of graduates and mature undergraduates of any college in the University of Cambridge, with our global outlook reflected by our student profile: two-thirds of students come from nations outside the British Isles, comprising 75 nationalities, a diversity that will only increase. We continue to enjoy a reputation for excellence in a broad range of student activities. We have particular strengths in sport and music, with three members of the winning Men’s Blue Boat this year just one example of our prowess.

We need to ensure that our physical infrastructure matches and facilitates these aspirations, with additional accommodation for students and Fellows and new public spaces including building a Porters’ Lodge to provide a safer and more welcoming environment for students and visitors. We have big dreams for the next 40 years and are currently engaging our alumni and donors in helping us develop an estates vision that meets our goals for the College’s next phase of innovative growth.