Front of House Manager

This is an exciting opportunity for a proactive Front of House Manager to join the Hughes Hall team in this critical hospitality role.

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<th><strong>Job Title</strong></th>
<th>Front of House Manager</th>
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<tr>
<td><strong>Location</strong></td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<td><strong>Reporting to</strong></td>
<td>Domestic Bursar</td>
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<td><strong>Responsible for</strong></td>
<td>Front of House team</td>
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<td><strong>Contract Type</strong></td>
<td>Permanent</td>
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<td><strong>Probation Period</strong></td>
<td>Six months</td>
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<td><strong>Salary Range</strong></td>
<td>£33,309 per annum, (Spine Point 41 on the University’s Single Salary Spine)</td>
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<td><strong>Hours of Work</strong></td>
<td>37.5 hours per week over 5 days. The role holder will be expected to work at weekends. Flexible approach to working is required.</td>
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<td><strong>Annual Leave</strong></td>
<td>Annual paid leave of 25 days plus public holidays. Pro rata for part time members of staff.</td>
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**Medicash Healthcare Plan**
All staff members have access to the College’s Medicash Healthcare Plan [https://www.medicash.org/](https://www.medicash.org/)

**Mental Health Peer Support Programme**
All staff members have access to the College’s Mental Health Peer Support Programme, supporting [Mind’s Mentally Healthy Universities initiative](https://www.mind.org.uk/mentally-healthy-universities)

**Pension Eligibility**
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.

The University of Cambridge’s oldest graduate college, Hughes Hall bears the name of its founding Principal, Elizabeth Phillips Hughes. Established in 1885 as a women-only teaching College, we now accept postgraduate students and mature undergraduates in all areas of study and research, offering scholarships and bursaries targeted at new and continuing students.

We are one of the most international colleges, bridging the academic and external worlds, with an open and informal atmosphere. A distinctive aspect of college life at Hughes Hall is
an egalitarian culture where interaction and engagement between the senior membership and students is open and encouraged; and everyone is allowed to walk on the grass!

A dynamic and progressive College, we have 56 Governing Body Fellows, 219 further Senior Members from all walks of life, 874 full- and part-time postgraduates and 177 mature undergraduates from more than 80 countries. Particularly distinctive is our “Bridge Fellows” programme, which brings a diverse group of outstanding individuals from outside the University into our Fellowship as full members of Governing Body. An oasis of calm and quiet near the busy city centre, we provide a relaxing yet stimulating environment for study and research. Hughes Hall is situated alongside Fenner’s Cricket Ground, just off the cosmopolitan Mill Road.

We are focused on being an intellectual force at the centre of the University, concentrating on translating research into impact and inter-disciplinary collaboration. We have particular strengths in five subject areas, broadly in the Sciences and Social Sciences, where collaboration between the academic and wider worlds thrives: Physical Sciences, Engineering and Mathematics; Life Sciences; Business and Economics; Education and Social Sciences; and Law. We have world-leaders in each of these fields developing dynamic communities of interest within the College, with a reach far beyond our boundaries.

A determination to change the world for the better is realised through our Bridge initiative which leverages the College’s multidisciplinary perspective, international nature, and external focus to help turn brilliant ideas into lasting change. The Bridge at Hughes Hall helps researchers build relevant skills and enables networking and matchmaking between our academic community and external partners. It is structured around four themes, in different stages of development, through which we aspire to have impact on societies and engage our students: Global Health; The Future of Education; Environment and Energy; and Artificial Intelligence and Big Data. The Bridge also supports our centres: the Centre for Climate Change Engagement, Oracy Cambridge, Cambridge Governance Labs, and the Cambridge Centre for Digital Innovation.

These hubs of academic and professional innovation are having a wide-reaching influence, drawing global attention to Hughes Hall, and are one aspect of a large, vibrant, friendly, and ambitious community dedicated to supporting one another in the pursuit of excellence, using academic learning to bring about real change and growth in the world.

Our website contains further information about our history, people, work, and values.

**Job Purpose**

To work closely with the Domestic Bursar, Conference & Events Manager and Head Chef to develop and operate at a high standard and to be profitable, served by a well-trained and organised team.

**Main Duties**

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 always delivered by the team in the restaurant and bar.

5. To ensure there is always compliance with all licensing laws and our ‘Challenge 25 policy’.

6. 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.

7. To ensure the teams are engaged and have a focus on performance standards and customer care, through observations, training and development and performance management.

8. 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.

9. To ensure that the company’s standards of presentation and uniform and name badge are always achieved.

10. To liaise with the chef in charge to ensure that food appearance and presentation is maintained throughout service periods in the restaurant.

11. 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 cleaning of the areas and filling in the daily and weekly job sheets.

12. 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.

13. To support the recruitment of staff as required, working with HR to ensure best practise is carried out during interviewing.

14. To ensure all new staff are integrated well into the team, inducted 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.

15. To support the Domestic Bursar 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.

16. To ensure that all training is recorded on the individual’s training file on BrightHR.

17. To assist the Domestic Bursar 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 BrightHR.

18. To work as a manager on duty by rota, as required.

19. To ensure the highest standards of customer service and presentation are always achieved.

20. Effective management of private events ensuring the guests are provided with delivery of exceptional service leaving a lasting impression.

21. 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.

22. Regular Communication at all levels to ensure accurate information is passed to all 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.

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

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

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

26. To identify breakdowns and equipment malfunctions and report them on to the Maintenance team for action.

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

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

29. Any other duties within the job holder’s capabilities.

30. To undertake company training.

31. 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.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

**Person specification**

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<th>Essential</th>
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<td><strong>Education and Experience</strong>&lt;br&gt;Good levels of English comprehension&lt;br&gt;Experience of working in a customer facing environment&lt;br&gt;<strong>Skills and Abilities</strong>&lt;br&gt;Ability to plan&lt;br&gt;Ability to coach &amp; train team members&lt;br&gt;Ability to prioritise and manage workload&lt;br&gt;Attention to detail&lt;br&gt;Understanding of food service</td>
<td><strong>Education and Experience</strong>&lt;br&gt;Previous Management experience&lt;br&gt;<strong>Skills and Abilities</strong>&lt;br&gt;Understanding of budget control</td>
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All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with College’s Staff Handbook, Health & Safety Policy and all relevant procedures.

**Screening Check Requirements**
We have a legal responsibility to ensure that you are eligible to live and work in the UK.

Further guidance on right to work checks for EU, EEA or Swiss citizens can be found at: [Right to work checks: employing EU, EEA and Swiss citizens - GOV.UK (www.gov.uk)](https://www.gov.uk)

**Application Process**
To submit an application for this vacancy, please complete the job application form and include a covering letter outlining how you meet the job description and person specification.

You are also encouraged to complete the College’s Equality and Diversity Form. Hughes Hall values diversity, and is committed to ensuring equality of opportunity. The College welcomes expressions of interest and applications from candidates from all communities and a diversity of backgrounds.

All documentation should be emailed to [hr@hughes.cam.ac.uk](mailto:hr@hughes.cam.ac.uk).

The closing date for applications is **Monday, 8 November at midday** (GMT). Interviews will be held at Hughes Hall, Cambridge.

Any information given will be processed for employment selection and statistical purposes. You will find all of the relevant Data protection Statements on our website at [https://www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Hughes-Hall-Data-Protection-Policy1.pdf](https://www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Hughes-Hall-Data-Protection-Policy1.pdf) and also on page 7 of the application form.

For an informal discussion about the post, please contact the Domestic Bursar, Kathryn Smart on domestic.bursar@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on [hr@hughes.cam.ac.uk](mailto:hr@hughes.cam.ac.uk).