



HUGHES  
HALL  
UNIVERSITY OF CAMBRIDGE

## Job Description

This is an exciting opportunity for an Assistant front of house manager within the college.

Job Title	Assistant Front of House Manager
Location	Hughes Hall, Cambridge CB1 2EW
Reporting to	Front of House Manager
Contract Type	Permanent
Probation Period	Six months
Salary Range	£25,642
Hours of Work	37.5 per week (with occasional evening and weekend work for which time in lieu will be given).
Annual Leave	Annual paid leave of 25 days plus public holidays. Adjusted pro rata for part time hours. Annual leave should normally be taken outside Full Term.
Pension Eligibility	The College offers membership of a contributory pension scheme with matched employer contributions up to 8%.
Mental Health Peer Support Programme	All staff members have access to the College's Mental Health Peer Support Programme, supporting <a href="#">Mind's Mentally Healthy Universities initiative</a>
Additional Benefits	Medi cash healthcare plan ( <a href="https://www.medicash.org/">https://www.medicash.org/</a> ) Free lunches on working days Free Life Assurance cover Enhanced sick pay Cycle purchase scheme Annual season ticket loan Free on-site car parking (subject to availability)

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 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 various 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**

Assisting with the management of front of house services in the catering team, the assistant front of house manager role will be working closely with the Front of House Manager, Conference & Events Manager and Head Chef to develop and operate all aspects of food service provision at Hughes Hall at a high standard, served by a well-trained and organised team.

## Main Duties and responsibilities

- Run the Front of house operations in the absence of the FOH manager and lead with a positive can-do attitude.
- To motivate all members of the Front of House team and facilitate smooth operations, working in collaboration with back of house colleagues to ensure a harmonious department.
- Daily supervision of the food service teams with particular attention to the allocation of their duties and specific tasks.
- Assist with the management and provision of wine, including paring wines and selecting new wines for the cellar.
- Contributing ideas to improve both internal and external events within the college.
- Demonstrate and maintain high standards of service and presentation to meet/exceed customer and College expectations.
- Assist the FOH manager in the control of the food and beverage stock, including stock taking as and when required.
- Train and develop staff to achieve high standards of customer service and presentation by teaching new skills, emphasising the importance of presentation, trying new dishes.
- Assist with creating a culture of excellent hygiene practices connected with the service and presentation of food and beverage; Lead by example in observing the rules concerning personal hygiene and appearance.
- To adhere to and ensure adherence to all allergen policies and legal requirements.
- To undertake staff briefings with all team members at the start of their working day and to ensure that all front of house staff are briefed and aware of allergen and dietary information.
- Ensure all daily record keeping is maintained.
- 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

Essential	Desirable
<i>Education and Experience</i>	<i>Education and Experience</i>
<ul style="list-style-type: none"> <li>• Experience working in a high volume and high-quality food service environment.</li> <li>• Experience of working in a customer facing roles</li> <li>• Experience working with food and beverage service.</li> <li>• Experience managing and leading teams</li> </ul>	<ul style="list-style-type: none"> <li>• WSET Level 1 or above</li> <li>• Customer service qualifications.</li> <li>• Experience working in Cambridge college or comparable environment.</li> </ul>

#### Skills and Abilities

- Outgoing and confident in customer facing situations
- Working in an open, collaborative, and responsive manner
- A responsible and accountable approach
- Excellent written communication skills, by email and letter
- Resilience to achieve objectives in a professional manner despite pressure or challenges
- Responsive to change and new approach
- Methodical approach to work which is accurate in detail and efficient in time
- Ability to prioritise, with a flexible attitude to own workload
- Ability to work independently on own initiative, as well as collaboratively

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

The College has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Any offer of employment will be subject to the College verifying that you are eligible to work in the UK before you start work.

If you are invited to interview, you will be asked to bring original documents from List A or List B (below) and a copy will be taken; alternatively, if you hold a 'digital immigration status', your Share Code will be required to access this status online.

List A: Documents/statuses which denote an unrestricted and unlimited right to work in the UK

List B: Documents/statuses which denote a temporary and/or restricted right to work in the 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).

There is currently no closing date and applicants may be invited for interview at any stage. Interviews will be held at Hughes Hall Cambridge.

#### Data Protection

Any information given will be processed for employment selection and statistical purposes. To understand how your personal data will be processed during the application process, please see the [Data Protection Statement for Job Applicants](#).

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).