

FOH CATERING ASSISTANT

FURTHER PARTICULARS OF THE JOB

JOB DESCRIPTION

Department : Catering and Events

Job Title : Catering and Events Team member

Responsible to: Front of House Manager/College Steward

Main purpose of the job:

To provide support to the Catering and Events department while maintaining highest standards of customer service by performing a range of tasks including setting up function rooms, buffet and coffee stations, serving food and beverages (including alcohol), assisting with the preparation of the formal dinners and serving during such events. Also, to provide support to the following areas as required: College Hall, kitchen hot counter, College Common Room and Café.

Relationships:

1. Responsible to: Front of House Manager/College Steward
2. Liaison with: Front of House Team, Catering Administrator, Executive Chef/Head of Catering and Events, Senior Sous Chef

Main Tasks of Job:

1. To set up rooms, tables, buffet and coffee stations as required
2. To deliver and serve food and beverages including alcohol
3. To liaise with senior team members to ensure that services meet the required standard
4. To polish glasses, cutlery and crockery and fold napkins as required
5. To maintain the Hall tables clean and presentable
6. To keep the Common Room clean and tidy and ensure that enough coffee and other supplies are available for members
7. To operate the till in the College Hall if required
8. To assist in the College Café if required
9. To respond to customers enquiries and requirements in a polite and efficient manner
10. To assist the Front of House Manager/College Steward with cellar duties including putting away wine deliveries and stock movement within the College.
11. To report any complaints to the Front of House Manager/College Steward or FOH Supervisor while striving to resolve them straight away.
12. Any other reasonable duties as requested by Executive Chef/Head of Catering and Events, Front of House Manager/College Steward, Front of House Supervisor or Senior Chefs.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications Knowledge Skills/abilities Work Experience	Ability to understand and follow instructions Ability to carry heavy trays (with food, crockery etc.) Ability to stand and walk for long periods of time Ability to work well within a busy team Ability to work with minimum supervision Excellent customer service skills Good communication skills Basic computer skills (training on the till will be given)	Experience in a similar position, ideally including working in a bar Customer service experience and/or training
Personal Qualities	Enthusiasm for work and training Flexibility Friendly and polite demeanour Honesty Initiative and positive, can-do attitude Respect for and ability to work with people from different backgrounds and of different capabilities Professional appearance	

TERMS AND CONDITIONS:

Appointment:	The post is available immediately. It is part time and permanent with a 6 months' probation.
Hours:	Working hours are 30 hours per week, excluding time taken for lunch.
Training:	Training on the job will be given. Other training courses may also be available.
Grade and salary	The post is Wolfson Grade 2, full time salary range from £23,256 to £26,987 per annum. The pro-rata salary offered for 30 hours per week will be £18,061 per annum. Benefits include pension scheme, subsidised lunch (when on site), free parking (subject to availability).
Notice period:	One week during probation, one month on successful completion of probation.
Other conditions	Work will be offered subject to providing evidence of the right to work in the UK, satisfactory references, completion of the health questionnaire and signing a contract for casual work.

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 UK GDPR and Data Protection Act 2018, and the College's Data Protection Policy which can be found on the College's website at www.wolfson.ox.ac.uk/policies/data-protection-policy.

APPLICATION:

Applications should include an application form and a covering letter explaining why you are interested in this post and any relevant circumstances affecting your availability. Applications should be sent by email to recruitment@wolfson.ox.ac.uk.

The closing date for application is 12 noon on Monday, 14th October 2024. Interviews will take place in the week commencing 21 October 2024.