

PEMBROKE COLLEGE

CATERING DEPARTMENT

FRONT OF HOUSE SUPERVISOR



APRIL 2024

CAMBRIDGE

THE DEPARTMENT

From a business meeting, to a celebratory dinner or wedding reception, Pembroke College's Catering Team are experienced and well-trained in providing excellent food, facilities and service. When combined with our quintessentially English gardens and historic buildings, Pembroke College offers a rare and unique venue for hosting your important events. We cater for weddings exclusively for alumni and College members, reserving Saturdays throughout the long vacation for these unique events.

THE ROLE

Responsible for the smooth running of the catering department service for all internal and external functions including Café/Bar, Servery, Formal Halls, College feasts to actively engage with our customers, exceeding their expectations and ensuring all aspects of service provided are effectively delivered. To train and develop the team.

SALARY & HOURS

£30,036 per annum

Gratuities are shared between all Catering staff and distributed on an occasional basis.

These are only payable after the satisfactory completion of the probationary period.

37.5 hours per week on a shift system covering seven days, including evenings and weekends.

JOB DESCRIPTION

Responsible to: Front of House Manager

Responsible for: Food and beverage service at Pembroke College

Location: Pembroke College, Cambridge

Skills:

- Excellent leadership skills and able to lead from the front
- Good organisational skills
- Proven customer service skills
- IT skills
- Commercial acumen
- Friendly, co-operative, helpful and approachable
- Ability to work as part of a team
- Reliable and trustworthy
- Flexible approach and accepting of change
- Ability to communicate effectively to colleagues and other senior management personnel

Work Experience: Experience of University and/or College environment would be an advantage

Budget Responsibilities: None

Main Duties and Responsibilities:

- Liaise closely with the Front of House Manager, Service Manager and other members of the Catering team to ensure instructions regarding arrangements for events, dinners etc. are communicated effectively to the front-of-house team.
- Ensure the allocation of duties on a day-to-day basis for all service aspects.
- Ensure high quality presentation, preparation and service of all meals to both College and commercial customers, including the setting up/installation of AV systems and electronic equipment, as required, as per College procedures.
- Help identify training needs for employees and inform and the Front of House Manager.
- When necessary deputise for the (College Butler/Service Manager) and Front of House Manager.
- Ensure agreed standards of service are maintained in all areas and customers are treated respectfully and any requests are dealt with in a professional and courteous manner at all times.
- Supervise and assist, as required, the laying and clearing of tables as appropriate to the particular service within the standards established. Learn the correct procedure for setting various buffets, lunches and dinners.



JOB DESCRIPTION

- Organise the setting up and clearing of food and beverages from Events and meeting rooms, to include all buffets, lunches and dinners.
- To report any damage caused and if possibly by whom to the Catering & Events Manager.
- Professional and courteous manner at all times
- Ensure correct charges for food and Beverage are made; monitor portion sizes.
- Assist in the care and control of the College Silver, ensuring that security measures applied to the control and handling of the College Plate are strictly adhered to.
- Learn to correctly use the Monika HACCP system and ensure all required checks are completed correctly, notifying the Front of House Manager where areas require further cleaning or maintenance.
- Use and train in the use of the till system following guidelines for cashing up after service.
- Delegate, train and supervise casual members of staff to ensure work is done correctly.
- Ensure that a safe environment is maintained for members of College, staff and members of the public entering areas used for Front of House activities.
- Assist in the completion and review of risk assessments.
- Assist the College Butler and the Front of House Manager in organising temporary cover as required and ensure all employees carry out the appropriate induction training.
- To undertake any reasonable request by the Conference & Events Manager within the scope of Café/Bar and catering service.



PERSON SPECIFICATION

Essential:

Qualifications/academic achievements/education

- Educated to High School level or equivalent

Skills/knowledge/training

- Leadership skills
- Good knowledge of catering especially food service provision in a busy environment
- Good organisational skills
- Good communication and interpersonal skills
- Customer service skills
- IT skills
- Commercial acumen
- Good general knowledge of College life
- Ability to analyse and evaluate situations and take appropriate action

Experience

- Experience of working in a restaurant or hotel
- Experience in a public/customer related environment

Personal attributes

- Friendly, co-operative and helpful/approachable
- Responsible and trustworthy
- Ability to lead from the front
- Ability to work as part of a team
- Flexible approach and accepting of change
- Ability to communicate effectively to colleagues and other Senior Management personnel

Special Conditions

- Able to work weekend shift patterns

Confidentiality

- Can demonstrate ability to work confidentiality
- Willing to sign a confidentiality agreement for the role

Desirable:

Qualifications/academic achievements/education

- NVQ Hospitality and Catering

Skills/knowledge/training

- Knowledge of Uniware
- Knowledge of MS word and excel

Experience

- Experience in a College environment

Confidentiality

- Experience of working in a confidential environment

ORGANISATION CHART

CATERING & EVENTS MANAGER



FRONT OF HOUSE MANAGER



FRONT OF HOUSE SUPERVISOR



ADDITIONAL INFORMATION

Health and Safety:

Persons engaged in work for Pembroke College must adopt a responsible attitude towards health and safety and comply with any procedures as required by the College in order to ensure the health, safety, and welfare of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training required in relation to health and safety or which is identified as necessary in relation to their work.

The College operates a non-smoking policy; smoking is only permitted in the designated smoking areas.

Safer Recruitment:

As part of our safer recruitment practices posts will be subject to the relevant compliance checks including an enhanced DBS check where this is appropriate.

Equal Opportunities:

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, identity, sex, disability, religion/belief, sexual orientation or age.



HOW TO APPLY

If you would like to have an informal conversation about the post,
please call
James Anderson on
(01223) 764568

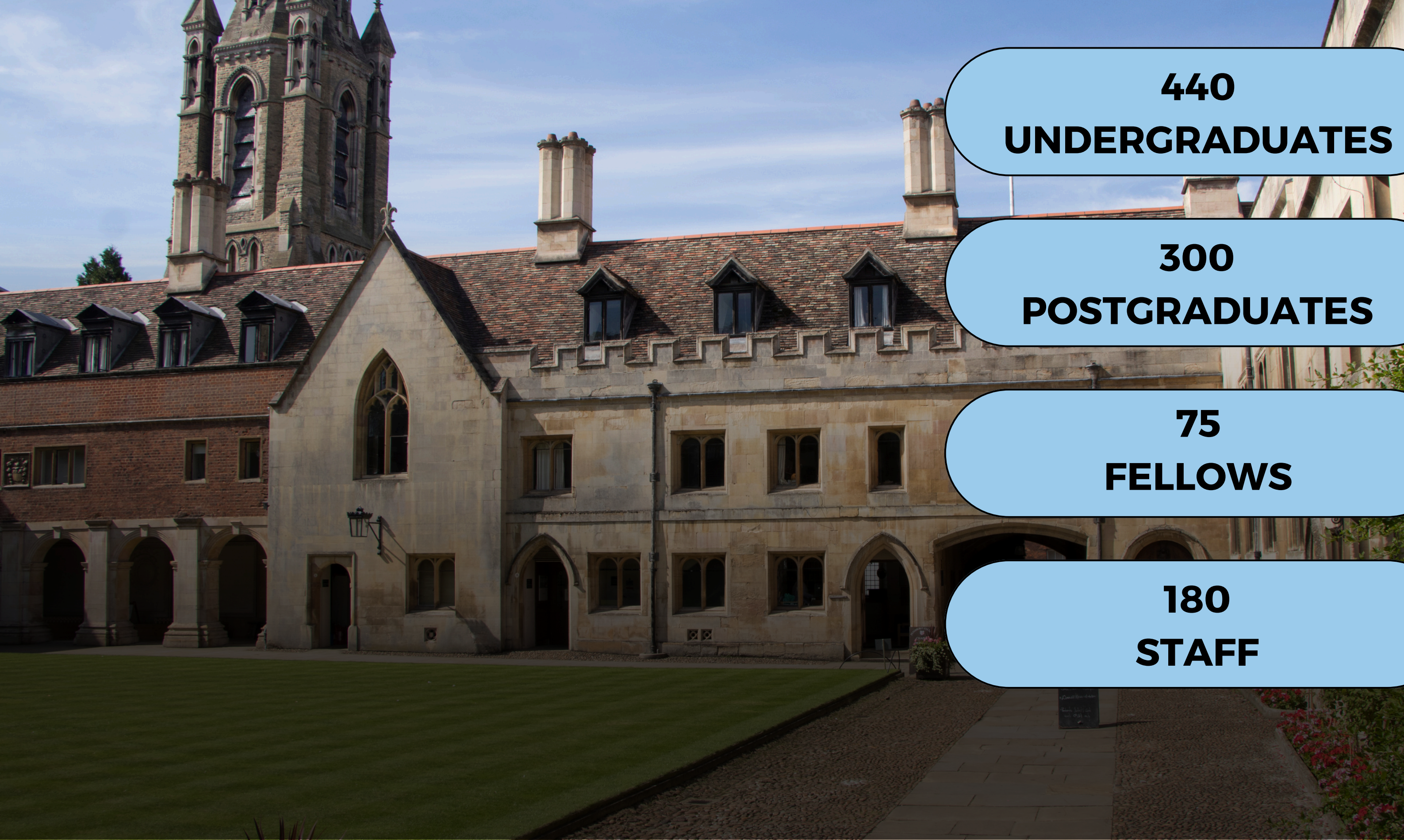
Please complete an [Application Form](#) and
[Rehabilitation of Offenders Form](#) (compulsory), and an [Equal
Opportunities Form](#).

Completed application forms together with a covering letter can
be emailed to: hr@pem.cam.ac.uk or alternatively posted to The
HR Office, Pembroke College, Trumpington Street, CB2 1RF.
Please do not include separate CVs.

We look forward to hearing from you.

[Privacy Statement](#)





440
UNDERGRADUATES

300
POSTGRADUATES

75
FELLOWS

180
STAFF

INTRODUCING PEMBROKE COLLEGE

Pembroke College, founded in 1347 by Marie de St Pol, Countess of Pembroke, is proud of its traditions. The third oldest of the Cambridge colleges, it was the first to have its own Chapel, and in the stained glass windows there and in our Library is evidence of the way we make light of that history. Located in the heart of the University city, Pembroke presents a tranquil environment with varied architectural styles framing beautiful gardens and open courts.

The College today is an intimate yet diverse community, committed to welcoming students of exceptional talent regardless of their social, cultural or educational background, and giving them the benefit of contact with a large and distinguished Fellowship. Pembroke thrives on conversations, between generations and disciplines - between undergraduates, graduates and senior Members, between current students and our alumni, and between the academy and the wider world.

STAFF BENEFITS

Annual staff outing

Christmas gift for staff

Cycle to work and 'Buy a bike' schemes

Death in service benefit

Discounts on Dell products

Employee Assistance Programme

Free meal whilst on duty (see Swipe Card Guide)

Free passes to the Botanical Gardens

Local discounts with University Card

Medicash

NOW pension scheme

On site gym

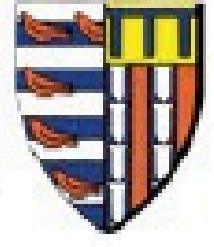
Subsidised health care

and more.....

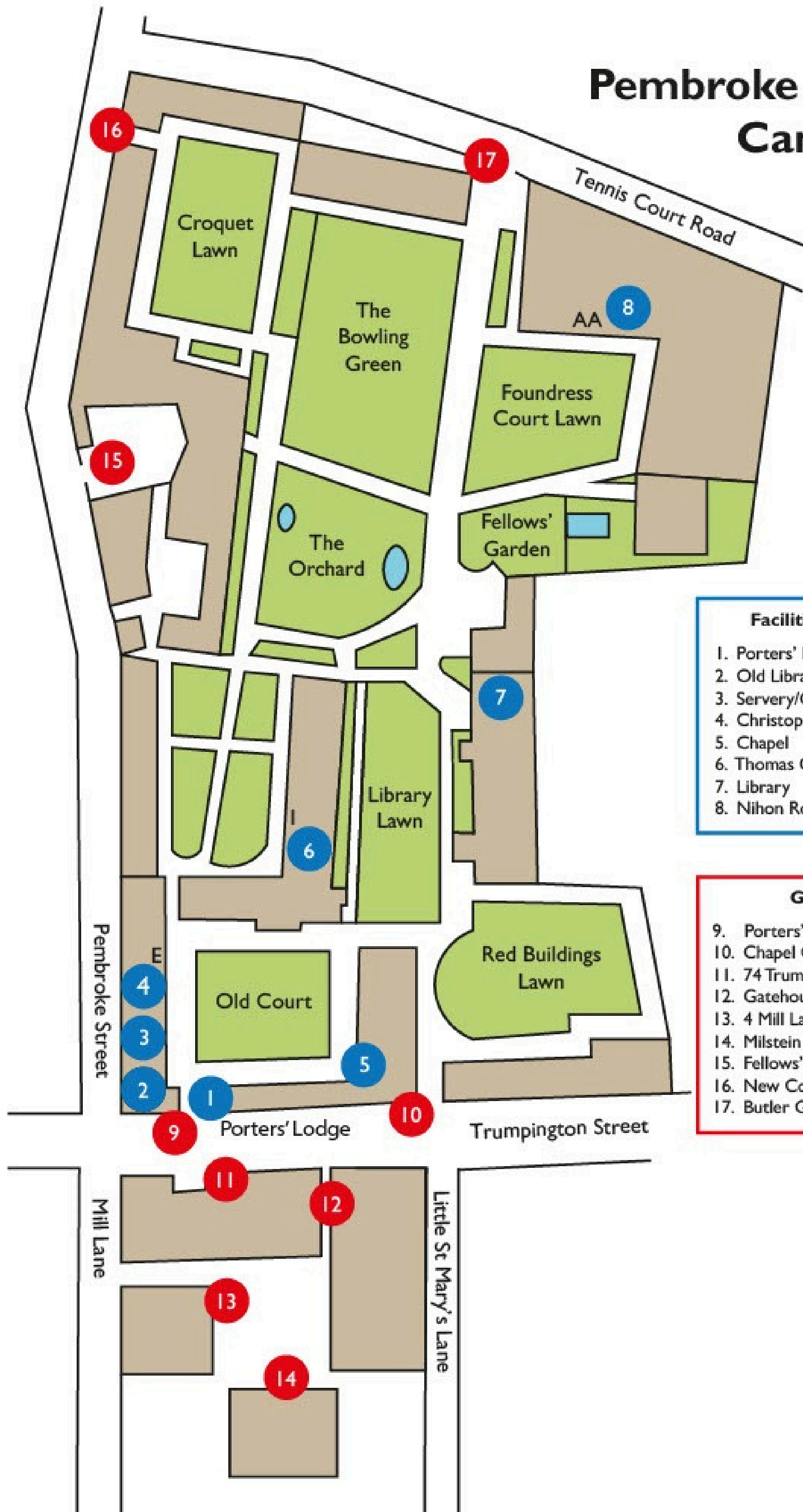
SOME BENEFITS ARE NON-CONTRACTUAL AND MAY BE WITHDRAWN.

SOME BENEFITS MAY BE SUBJECT TO A QUALIFYING PERIOD AND/OR SUBJECT TO TERMS.

Pembroke College Cambridge



CB2 1RF



Facilities and Function Rooms

1. Porters' Lodge
2. Old Library
3. Servery/Canteen
4. Christopher Smart Room (E staircase)
5. Chapel
6. Thomas Gray Room (I staircase)
7. Library
8. Nihon Room (AA staircase)

Gates and Entrances

9. Porters' Lodge Main Gate
10. Chapel Gate (card access)
11. 74 Trumpington St Entrance
12. Gatehouse & Auditorium Entrance
13. 4 Mill Lane Entrance
14. Milstein House Entrance
15. Fellows' Car Park Entrance
16. New Court Arch Gate (card access)
17. Butler Gate (card or Porter access)