Job Title: Front of House Assistant

Hours of work: 37.5 hours per week (two week shift pattern)

Department: Hospitality

Responsible to: Front of House Supervisor

Purpose of Job: To deliver a highly efficient and excellent quality of service in respect of the service of food and beverages at all College internal and external functions together with ancillary services.

Salary: up to £26,793 per annum, depending on experience

Annual Leave: 34 days per year (including bank holidays),

Other details: Car parking (when available), College Pension, Meals on Duty, Healthcare Cash Plan, College Bonus Scheme. Breaks include a 30 minute lunch/dinner break and a 15 minute break depending on shift pattern.

Main Responsibilities

- Responsible for the service of food and beverages at College Feasts, Reunion Dinners, special Fellows’ Dinners, conferences and private catering events and day to day catering.
- Assist in the service of VIP functions held in the Master’s Lodge.
- Assist in the preparation of public rooms for functions and College events, delivering a high standard at all times.
- Practice, maintain and develop a high standard of hygiene, sanitation and cleanliness in accordance with the requirements of the Food Safety Act.
- Ensuring that the Pantry and associated food service areas are cleaned to a high standard at all times.
- To wear a clean laundered uniform at all times.
- To take responsibility for the College Plate when required.
- To adhere to the personal hygiene standards issued by the Hospitality Director

Attitudinal Goals

- Create and maintain a strong team ethic, striving for excellence of service and presentation at all times.
- Seek to improve the service provided at all times.
- Promote sound attitudes to customer service.
- Promote timeliness of service delivery at all times.
- Ambitious to progress within the college.
- Undertake other related duties that may be requested by management due to the nature and character of the post.

**Health & Safety**

- Responsible for ensuring you adhere to all Health & Safety legislation and policies that the College has in place

**Health and Hygiene**

- To maintain a high standard of hygiene within the Buttery area.
- To wear a clean laundered uniform at all times.
- Adhere to Risk Assessments

**General**

- Must be an excellent timekeeper
- To attend meetings when required
- Must be aware of and follow College policies

**Person specification**

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<tr>
<th>Education/Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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|                          | • Good organisational skills  
|                          | • The ability to speak English  
|                          | • Good communication and interpersonal skills  
|                          | • Customer service skills  |

| IT skills | Ability to use an EPOS till  
|           | Must be able to use Microsoft Excel and Word  
|           | Must be able to send and receive emails  |

| Personal Qualities | Reliable and enthusiastic with prior experience in a customer facing role with a ‘can do’ attitude  
|                    | Ability to work well under pressure  
|                    | Able to work as part of a team but also work alone using your own initiative  |

| Physical/Special Requirements/weekend working | Must be able to work flexibly and at weekends.  |