



EXETER COLLEGE, OXFORD

Food & Beverage Assistant

*Salary: £25,480 per annum, pro-rata
(40 hours/ week)*

Fixed-term contract until 31 October 2024

Further Particulars

Introduction

Exeter College was founded in 1314 and is one of the oldest colleges in Oxford. It is located on the corner of Broad Street and Turl Street in the heart of the city. The working environment is very congenial and Exeter has a reputation for being small, friendly and maintaining a consistently high academic standard.

The College is governed by a Rector and c. 58 Fellows, and has around 350 undergraduate students and 250 students engaged in post-graduate studies. Accommodation for these students is currently split over three sites, and this role is based on the main Turl Street site.

Purpose and Objectives of the Post

The Food & Beverage Assistants are responsible for serving (and in some cases producing) all products with friendly, individualized attention towards each customer, and for maintaining a service environment that is clean and welcoming at all times. In addition to food and beverage service, the postholder(s) will also prepare fresh food to order (when working in the Baguette Bar), and will assist with stock management, and maintaining equipment so that it is in good working order.

You will primarily work in the Dining Hall and the Senior Common Room (SCR); however, on occasion you may be required to work at our separate Cohen Quad site (e.g. to cover staff absence). You must therefore be prepared to work flexibly, as part of a wider team that services all of the College's catering needs.

The role will involve close liaison with several departments across the Turl Street site, and in particular will liaise frequently with the Conference & Catering team, the Development Office (responsible for fundraising and alumni relations), and the Porter's Lodge.

The role will also involve day-to-day contact with students and academic staff within the College, and the development of good working relationships both within the College and with external visitors and guests will be essential.

Principal Responsibilities

Food and beverage service

To provide a fast, friendly and personalised food and beverage service for fellows, lecturers, students, and conference guests, including:

1. Preparing the SCR, Old Bursary, Dining Hall and other areas of Exeter College & Annexes (this includes areas such as Rectors Lodgings, Saskatchewan Room, Fellows Rooms, Stapeldon Room, Cohen Quad & Science Museum) for the provision of food and drink service.

2. Serving food to a high standard, including silver service when required.
3. Preparation and/ or service of hot and cold beverages, and setting up rooms for drinks service (as required).
4. Clearing catering areas, once service is complete.
5. Producing allergen sheets for all products.

Baguette Bar

To assist in the Baguette Bar during term time, including:

1. Preparation and production of menu items, such as sandwiches, salads, flat-breads, etc.
2. Taking customer orders and conveying them to other employees for preparation, as appropriate.
3. Processing customer payments quickly and accurately, using the relevant point-of-sale system. This will include cash, and credit/ debit cards.
4. Stocking customer service stations with paper, cutlery and condiments, as required.
5. Setting up and/ or restocking product displays, and ensuring that items are presented in an attractive and functional manner.

Food hygiene and equipment maintenance

1. Routinely cleaning and sanitizing work areas, utensils, and equipment.
2. Maintaining service and seating areas to the required standards of cleanliness and hygiene at all times (and especially after service), including mopping floors and cleaning display areas.
3. Checking temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
4. Overseeing the cleaning and maintenance of equipment in order to ensure that it remains in good working order, with any issues to be reported to the relevant line manager.
5. Undertaking allergen training.

Stock management

1. Maintaining accurate stock inventories for all products.
2. Ensuring that appropriate stock levels are maintained, with no more than three days' worth of ingredients to be in storage.
3. Receiving stock deliveries, and ensuring that goods are stored correctly and in a timely fashion.
4. Recording delivery temperatures of chilled and frozen food.

General

1. Taking out garbage.
2. Creating signs to advertise new products or events.
3. Generating revenue by proactively defining new and expanded services and products in order to attract new customers.
4. Removing kitchen and catering equipment at times of deep cleans.
5. Attending relevant training courses as requested by line manager.
6. Providing cover in the Dakota Café (at our Cohen Quad site), as required.
7. To participate in the College's sustainability initiatives, and to bring to the attention of your manager any opportunities to reduce or eliminate any harmful environmental effects of the College's operations.

The above is not an exhaustive description, and other requirements may emerge as necessitated by changing roles within Exeter College, and its overall objectives.

The postholder will be expected to carry out such other duties as the Catering Services Manager (or their deputy) may from time to time request, commensurate with the level and responsibilities of the post. The duties listed above may be varied from time to time without changing the essential character of the post.

Further Details

Department:	Catering
Responsible to:	Catering Services Manager <i>(day-to-day: Hall Supervisors)</i>
Liaison with:	Fellows, Students, Staff, and other members of the collegiate body
Duration:	This is a fixed-term contract until 31 October 2024, to provide cover during another member of staff's period of maternity leave.
Probation:	The appointment is subject to a probationary period of 3 months.
Notice period:	Two weeks
Salary:	£25,480 per annum, pro-rata (equivalent of £12.25 per hour)
Pension:	The postholder will be automatically enrolled in the Oxford Staff Pension Scheme (OSPS) unless they choose to opt out in writing.
Hours of work:	40 hours per week Hours will normally be worked across a mix of daytime, evening and weekend shifts. The postholder will be expected to work such hours as are reasonably required to carry out their duties, to the satisfaction of the Catering Services Manager (or their deputy), including working on some Bank Holidays.
Annual Leave:	pro-rata equivalent of 38 days per annum.
Meals:	A free meal may be provided for the postholder while on duty, and provided the College's kitchens are open.

Equality & Diversity Statement

Exeter College welcomes diversity among its staff, students and visitors, recognising the particular contributions to the achievement of the College's mission which can be made by individuals from a wide range of backgrounds and experiences. Exeter College aims to provide an inclusive environment which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected to assist them in reaching their full potential. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage, civil partnership, pregnancy, or maternity. In all cases, ability to perform the job will be the primary consideration. The College will make such adjustments to the application procedure, workplace and working arrangements as are reasonable to accommodate suitably qualified disabled applicants.

The College's policies on equality and diversity are available from the College's website: <http://www.exeter.ox.ac.uk/equality-and-diversity/>

The prospective employee must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences.

How to Apply

There is no closing date for this vacancy: applications will be considered as they are received, and candidates will be invited to attend an interview as appropriate. An appointment will be made as soon as a suitable candidate(s) is found.

We therefore encourage you to submit your application as soon as possible, to avoid disappointment.

Applications must include:

- (i) A completed application form to include the names and addresses (including telephone numbers and e-mail addresses) of two referees, one of whom must be the current, or most recent, line manager of the applicant. References will be taken up for shortlisted candidates: if a candidate does not wish for a reference to be taken up at that stage, this wish should be stated clearly in the relevant section of the application form.
- (ii) A curriculum vitae.
- (iii) If appropriate, candidates may choose to include a covering letter to provide any additional information that they wish the panel to consider; however, this is optional.

Applicants are also asked to complete and return a Recruitment Monitoring form (available from the College website), provided that they are happy to do so.

Candidates are encouraged to submit all application materials by email to vacancies@exeter.ox.ac.uk. If possible, applications should be submitted as one or more PDF file(s).

Informal enquiries about this post may be directed in the first instance to the Catering Services Manager (richard.murphy@exeter.ox.ac.uk). Any such enquiries will be treated in confidence and will not form part of the selection process.

The policy and practice of the College require that entry into employment within the College and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure.

Data protection

All data supplied by applicants will be used only for the purposes of determining their suitability for the post. Information regarding the way we process your 'personal data', as part of the General Data Protection Regulation (GDPR) and Data Protection Act, can be found in the Privacy Policy published on our website at <https://www.exeter.ox.ac.uk/governance/>.

PERSON SPECIFICATION

Category	Essential	Desirable
Qualifications		<ol style="list-style-type: none"> 1. NVQ Level 2 in Catering & Hospitality (or equivalent) 2. CIEH Level 1 Food Safety 3. COSHH trained 4. Manual Handling trained 5. Trained in food allergen awareness
Experience	<ol style="list-style-type: none"> 1. Relevant experience in a similar food service role within the Catering industry (ideally 2+ years) 	<ol style="list-style-type: none"> 1. Experience working within an Oxford College
Skills and knowledge	<ol style="list-style-type: none"> 1. A proven ability to juggle multiple demands, manage competing deadlines and to remain calm under pressure 2. Demonstrable commitment to providing the highest levels of customer service at all times 3. Excellent verbal communication skills, including a good command of the English language (spoken) 4. Outstanding interpersonal skills, including the ability to work with a wide range of people 5. Ability to work as part of, and contribute to the work of, a wider team (including, on occasion, being a team leader for casual members of staff) 6. Excellent time-management skills 7. The ability to work in a safe and responsible manner, in line with food hygiene, health & safety, and other relevant UK legislation 	<ol style="list-style-type: none"> 1. Good written English language skills
Personal qualities	<ol style="list-style-type: none"> 1. A flexible attitude towards duties, including a willingness to work co-operatively and collaboratively to meet the fluctuating needs of the College 2. Professional personal presentation 3. Polite and friendly 4. Proactive and focused on continuous improvement, particularly in identifying customer needs and finding ways to meet them 	