Job description

Job title: Front of House Deputy
Contract: Permanent, Term time only
Salary: £14.06 per hour
Hours: 25 hours per week (Weeks 0 – 8 of term)
Department: Catering Services - Operations
Responsible to: Catering Manager

About the Role:

Regent's Park College is a Permanent Private Hall of the University of Oxford. The Catering Department serves meals to students, staffs and guests during term time and also hosts a wide range of events for College members and guests involving formal dining. The Front of House Deputy will be responsible for ensuring the delivery of meals to a high standard of service, quality and cleanliness. Candidates should possess exceptional customer service skills and a flexible approach to work. Previous catering experience required.

Main Duties of the Role:

- To provide students, staff, and guests with a high standard of food service in a professional and courteous manner.
- Leading food and beverage service for meals and events, including dinner in the Principal's lodgings and post Formal Dinner drinks
- To support the Catering Manager with daily operations.
- Day to day supervision of part-time, casual serving and agency staff.
- Ensure that the in-house allergen arrangements are checked before each service.
- Provide counter, served, buffet and banquet services to the highest standard when and where needed, including top table service at Formal Hall and in the Principal's lodgings.
- Preparing dining rooms and meeting spaces for events
- Preparing the Hall and other areas of the College for the provision of food and drink service.
- Assisting with the management of the wine cellars, including deliveries and the sales process.
- Ensuring alcohol is served legally and responsibly
- Clearing catering areas after services.
- Removal of kitchen and catering equipment at times of deep cleans.
- Abide by Food Safety practices.

General

- To work with colleagues to facilitate good and constructive communication within the Catering Department.
- To carry out any other tasks requested by your Head of Department or line manager.
- To follow the rules and regulations laid out in the College's employee handbook.
- To comply with the College's policies & procedures, including any Health & Safety policies relevant to your role.
- Ability to maintain COSHH standards in line with best practice.
- The above job description is a guide to the work you may be required to undertake, and not an exhaustive list. Duties may change from time to time to reflect changing circumstances.

Hours of work:

- Your contractual working hours will be a minimum of 25 hours per week on average (excluding meal breaks) during Weeks 0 – 8 of Oxford term time (675 hour per annum).
- You may be offered additional hours, subject to operational requirements and mutual agreement.
- Due to the nature of the role and the operational requirements of the organisation, your actual working hours may vary from week to week.

Person specification:

Essential:

- Previous supervisory experience in a catering role, with an understanding of high service standards
- Familiarity with COSHH standards and Food Safety and Hygiene Regulations
- Allergen awareness
- A willingness to be flexible to adapt to the needs of the Catering Department which will include evening and weekend working. proactive and self-motivated attitude to work
- Excellent time-keeping and reliability
- High standard of personal hygiene and presentation
- The ability to communicate clearly and demonstrate leadership qualities
- Able to work under limited supervision during busy periods and to demonstrate initiative
- Good written and spoken English, sufficient to communicate with others, follow instructions and keep accurate records
- The ability to cope with the physical demands of the job, including standing for long periods, bending, lifting and carrying
- Ability to work as part of a team
- An understanding of responsibilities when working in an environment with young people/students

Benefits

- The post is eligible for membership of the OSPS pension scheme with generous College contributions.
- The College provides a health cash plan for employees, including eye, dental, physio, counselling and advice services.
- Annual holiday entitlement is 25 days plus 8 statutory bank holidays (pro-rata for part-time). Holiday is not normally taken during Oxford University term time; the May Bank Holidays are normally worked and days taken in lieu during the vacations. Holiday for this term-time only post will be taken/paid outside of term time.
- A meal is available free of charge when on duty and when the kitchens are open and the College provides tea and coffee facilities.
- You will be provided with a University Card which offers access to various local or online discounts including bus passes and shops as well as free entry to Oxford colleges and the Botanical Gardens.

Pre-employment screening - Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide proof of your right to work in the UK and proof of identity, and we will contact the referees you have provided. We may also reconfirm whether you require any reasonable adjustments for the role.

Health, adjustments and food safety
This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire and the offer of employment will be subject a successful outcome of this assessment. The hazards or safety-critical duties involved are as follows:

- Work in hot or cold environments
- Regular manual handling
- Open food handling
- Work with allergens, E.g., dust, fish or soap etc.

Probation period
There is a probation period of three months (with an option on the part of the College to extend if necessary), during which one week's notice must be given by either party; thereafter, the notice period is one month.

How to Apply
Those wishing to apply should complete the application form available on the College website: www.rpc.ox.ac.uk/vacancies and send it hardcopy or electronic to Human Resources, Regent's Park College, Pusey Street, Oxford, OX1 2LB, human.resources@regents.ox.ac.uk.

Your application will be judged solely on how you demonstrate that you meet the selection criteria stated in the job description above.

There is no closing date for applications. Suitable candidates will be interviewed as soon as possible.

Equal Opportunities Statement
Regent's Park College offers equal opportunities within employment. Subject to statutory provisions, no applicant or member of staff will be treated less favourably because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

For monitoring purposes we ask that an Equal Opportunities Monitoring form be completed by all applicants. The information collected does not form part of the selection process and will not be circulated to the selection panel and will be used solely to monitor the effectiveness of the college's equality policy.

Data Privacy
All data supplied by applicants 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 General Data Protection Act 2018. In accordance with the GDPR regulations 2018 please see the relevant privacy notice on our website Staff Applicants Privacy Notice.