Food and Beverage Supervisor
Salary £23,487 per annum plus pension and benefits

Trinity Hall would like to recruit a dedicated and experienced individual to join our friendly front of house team at a Supervisory level. The successful candidate will be passionate and committed to delivering a high level of service to our Fellows, students, staff and external clients.

Working as part of the wider team and assisting the Manciple and Food Services Managers in the day-to-day running of the department, the role holder will have previous experience of the hospitality industry, excellent communication skills and the ability to build and maintain relationships with clients and colleagues alike. This is a proactive role in a busy department and you should have a passion to deliver exceptional service.

Further particulars can be found below. An application form for the above positions is available at https://www.trinhall.cam.ac.uk/about/vacancies/staff-vacancies/

Applications should be sent by email to jobs@trinhall.cam.ac.uk or posted to the Junior Bursar’s Office, Trinity Hall, Trinity Lane, Cambridge CB2 1TJ.

Enquiries to jobs@trinhall.cam.ac.uk,
JOB DESCRIPTION

Job title: Food and Beverage Supervisor

Responsible to: The Manciple (Head of Front of House)

Location: Based at Trinity Hall, Central Site. You may be required to undertake work at other associated sites in Cambridge as required.

Objective: To ensure that all food and drinks are served to the highest standard at all internal and external functions including cafeteria, fine dining, formal college events, commercial & private functions (weddings, conferences etc.) and ensure customer satisfaction.

Hours of work: Basic 80 hours over 2 weeks, with alternate weekends off. Due to the nature of the work you may be required to work additional hours during busy periods.

Experience: Experience of providing a waiting service to a high standard.

Main Duties and Responsibilities

- To support the Manciple, Butler and Food Services Managers with any reasonable requests.
- To be able to conduct and manage the delivery of functions
- To assist with the preparation of function/dining rooms
- To be trained in the use of EPOS and Kinetics
- To assist with the management and training of Food and Beverage Assistants and casual staff, ensuring that high standards of performance and conduct is maintained.
- To assist with the service delivery of daily events
- Adhere to safe working practices
- Ability to work within a team and in harmony with colleagues
- To uphold the high standard of service that the Buttery provides
- Appropriate uniform to be worn and maintain a high standard of personal hygiene and grooming at all times
- To ensure a high standard of hygiene: to ensure that all equipment is cleaned after use and that methods of working meet Health & Safety guideline
- Responsibility for handling cash
- To undertake further training when required
- Any reasonable duties required by the college.

Trinity Hall reserves the right to make changes or update this job description at any time. Changes will be introduced following discussion with the post holder.
## PERSON SPECIFICATION

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<th>Skills/ Knowledge/Training</th>
<th>Essential</th>
<th>Desirable</th>
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|                            | • Good communication skills  
                            | • Good knowledge of food hygiene  
                            | • Good knowledge of allergen legislation  
                            | • Knowledge of food presentation  
                            | • Ability to work to deadlines  
                            | • Some computer knowledge | • Basic knowledge of HACCP principles  
                            | • Basic knowledge of COSHH regulations  
                            | • NVQ2 in Hospitality or equivalent  
                            | • Level 2 Food Safety certificate |
| Experience                 | • Supervisory experience in a similar environment  
                            | • Experience in dealing with customers  
                            | • Able to satisfactory resolve complaints/difficult situations.  
                            | • Ability to motivate staff |
| Personal attributes        | • Smart appearance and high standard of personal hygiene  
                            | • Reliable & honest  
                            | • Flexible to changes  
                            | • Good timekeeping  
                            | • Willing to learn new skills & undertake further training  
                            | • Ability to work as part of a team  
                            | • Accuracy & attention to detail  
                            | • Friendly attitude when working with colleagues | • Ability to work on own initiative and to help with the training of new staff |

Updated May 2021