FOOD SERVICES MANAGER

Permanent position

Full time - 40 hours a week (including evenings and weekends)

Salary range - £24,871 to £27,116 per annum

An opportunity has arisen for an enthusiastic and experienced individual to join the management team of Trinity Hall’s Front of House team. The Food Services Manager will be customer focused, have excellent communication skills and be motivated and professional in appearance and presentation. The successful candidate must have good knowledge of all food and beverage areas and have the ability to influence and inspire the team to deliver consistently high levels of service.

Previous experience in a hospitality environment and the proven ability to manage people in a similar role are essential. The role holder will have a passion to deliver exceptional service, have a good level of commercial awareness and be able to build and maintain relationships with clients and colleagues alike. This is a proactive role in a busy department; the ability to prioritise, plan, and work well under pressure is essential.

Further particulars can be found below.

Closing date: Friday 18th March 2022 at 12noon.
Interviews will be held w/c 21st March 2022.

An application form is available here or for further vacancies check our Staff vacancies page.

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

NB. CVs will only be accepted if accompanied by a Trinity Hall application form.

Enquiries to jobs@trinhall.cam.ac.uk, tel. 01223 764660.
**JOB DESCRIPTION**

Job title: Food Services Manager  
Responsible to: The Manciple (Head of Front of House)  
Place of Work: Based at Trinity Hall  
Objective: To manage and be responsible that all food, drinks and wines are served to the highest standard; to students and events such as clubs, societies, associations, Alumni/Development events, commercial & private functions (weddings, conferences etc.) and ensure customer satisfaction.  
Hours of work: Basic 80 hours worked over 2 weeks; due to the nature of the work you may be required to work additional hours during busy periods  
Experience: Supervisory experience within a busy restaurant or banqueting environment.  

**Main Duties & Responsibilities**

- To provide management support to the Manciple and deputise in their absence.  
- Assist with management of Food & Beverage Assistants, Food and Beverage Supervisor and casual waiting staff, ensuring that high standards of performance and conduct are maintained.  
- Assist with management of absence of the Food and Beverage Team.  
- To assist with managing manpower planning requirements in order to ensure a satisfactory Food and Beverage service, in an efficient and cost-effective manner  
- To assist with the recruitment and selection of permanent and casual Food and Beverage staff (in conjunction with the HR Officer)  
- To assist the Butler and deputise their role in their absence, including provisions of staff for evening events, and supply of wines etc.  
- To assist with ‘on the job’ training and ensure that training needs are identified and met.  
- To promote staff morale within the team and review work practices and operational procedures to encourage staff and team development  
- To liaise with the Accounts Department and the Conference Office to enable charges to be made to students and conference customers  
- To ensure that each service/delegated service is delivered in a professional and efficient manner  
- To prepare rooms and provide refreshments for meetings organised by staff, students and conference events, and to clear rooms afterwards, as required
To ensure that staff on each service are dressed to the required standard and work in a safe manner

To uphold the high standard of the Catering Department within the College

To ensure a high standard of hygiene; to ensure that all equipment is cleaned after use, and that, methods of working meet Health & Safety guidelines

Maintain a high standard of personal hygiene and appearance at all times

To ensure that the cafeteria till has adequate cover at meal times

To assist with completing staff time sheets and ensure that staff are correctly paid.

To ensure all HACCP documentation is recorded and monitored

Responsible for ensuring regular Buttery equipment stock takes and secure storage and maintenance of prime condition

To satisfactorily resolve customer complaints/grievances

To maintain good relationships with Fellows, students, staff and conference customers

To develop and maintain effective working relationships with other College departments

Flexibility to work when required and adapt to changing methods

To undertake further training when required

Any other 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>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td>• NVQ2 in Hospitality or equivalent</td>
<td>• NVQ3 in Hospitality Supervision or equivalent</td>
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<td>• Level 2 Food Safety Certificate</td>
<td>• WSET Level 1</td>
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<td><strong>Skills/Knowledge/Training</strong></td>
<td>• Good communication and interpersonal skills</td>
<td>• Experience using Kinetics software.</td>
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<td>• Well organised</td>
<td>• Sommelier training.</td>
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<td>• Knowledge of wines.</td>
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<td>• Computer skills including Microsoft Office and email</td>
<td>• food presentation</td>
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<td>• Ability to motivate staff</td>
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<td><strong>Experience</strong></td>
<td>• Supervisory experience in a similar environment</td>
<td>• Experience of the recruitment process</td>
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<td>• Training staff</td>
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<td>• People management</td>
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<td>• Able to satisfactorily resolve complaints or difficult situations</td>
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<td><strong>Personal attributes</strong></td>
<td>• Smart and tidy appearance.</td>
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<td>• Good timekeeping.</td>
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<td>• Friendly, co-operative and approachable.</td>
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<td>• Accuracy and attention to detail.</td>
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<td>• Able to work well both as an individual and as part of a team.</td>
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<td>• Willingness to learn new skills &amp; undertake further training.</td>
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<td>• Flexibility to work when required and a willingness to adapt to changes.</td>
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*Updated February 2022*