



|                        |  |
|------------------------|--|
| <b>Job title:</b>      | <b>Hall Manager</b>  |
| <b>Responsible to:</b> | Head of Hospitality  |
| <b>Place of work:</b>  | All Sidney Sussex College owned properties/sites in and around Cambridge   |
| <b>Salary:</b>         | Points 38 to 44 on the University single pay spine. Incremental salary progression up the range is discretionary.  |
| <b>Hours:</b>          | This is a full-time role, currently 40 hours per week and is responsible to the Head of Hospitality. The ability and willingness to adopt a flexible approach to working hours, including evenings and weekends is expected, and you may be required to work additional hours from time to time to fulfil the requirements of the role and the needs of the College. |
| <b>Holidays:</b>       | 25 days annual leave plus 8 public holidays. Due to the nature of the College's activities, there may be the requirement to work on any public holidays which occur during term time. A day off in lieu will be given.   |
| <b>Pension scheme:</b> | The College offers membership of a contributory pension scheme provided by the Universities Superannuation Scheme (USS). Subject to age and earnings level, you will be auto enrolled into this scheme, and you retain the right to opt out.   |

---

### Job Summary

The College's Catering Department is responsible for providing a comprehensive catering service to a diverse community, working and living in the College, along with conference guests and overnight stays. Services include formal dining arrangements and a cafeteria provision, as well as high end functions, feasts, weddings and occasional outside catering. The Hall Manager is responsible for all of the front of house services provided in the Master's Lodge, Hall, Cafeteria, Old Parlour, Old Library, Senior Combination Room, New Parlour, Old Kitchen Dining Room, Buttery, Mong Hall and numerous other meeting rooms and outdoor spaces.

In terms of reports. The Hall Manager is line manager to two Assistant Hall Manager, two Senior Catering Assistants, two Catering Assistants plus a bank of casual Catering Assistants.

### Key Responsibilities

- Supervision of 'front of house' services in the following areas:
  - Cafeteria
  - Buttery
  - Hall
  - Old Parlour
  - Senior Combination Room
  - New Parlour
  - Fellows Public Rooms
  - Conference Facilities
- Supervision of ancillary Hall areas including the following:
  - Store rooms
  - Cellars

- Staff areas including changing facilities
- Overseeing the reporting any defects in furniture and fittings and ensuring they are repaired.
- Ensuring the team maintaining a high level of cleanliness and food hygiene in all areas.
- Preparation, review and training of risk assessments and COSHH for the department.
- Assisting with the administration of the Hall Office including cafeteria till records and invoice records.
- Overseeing the planning and organisation of cost-effective staff rotas
- Preparation of the permanent staff rotas.
- Submission of payroll information to the Head of Hospitality and College Office.
- Inducting, training and coaching staff including direction on College service etiquette.
- Maintaining and managing 'front of house equipment' including cutlery, crockery and table linen. Ordering and receipt of new equipment in line with College Policy.
- Operation and control of bars for College and conference events.
- Assisting the Steward and Senior Fellow in the maintenance of Hall discipline at Formal events by dealing appropriately with unruly students.
- Any additional tasks as directed by the Head of Hospitality.

### **Budget Responsibility**

- To assist the Head of Hospitality with budgetary responsibility for all aspects relating to the front of house services within an agreed framework, monitoring performance against targets and taking appropriate corrective action where necessary.
- To apply rigorous cost control to the overall department budget, set innovative pricing strategies and adopting an approach of continuous improvement of service and costs.

### **Health and Safety**

The Hall Manager is responsible for ensuring that all personal responsibilities are met under food safety and health & safety legislation. The College leadership team expect the Hall Manager to lead, develop and implement a culture of safety and where current practice or legislation require, to create systems which ensure that the department operates to the best industry safety standards.

As a minimum, the following is required:

- An induction training plan for new team members and agency staff.
- Full implementation of the College HACCP procedures and record keeping.
- Annual training for the team.

### **Leadership**

The College recognises the Hall Manager as a pivotal and important member of the support staff leadership team. Through their personal example and by sharing industry best practice, the Hall Manager is expected to:

- Be a proactive and positive member of the support staff leadership team.
- Inspire the team to develop, grow and have fulfilling careers.
- Drive high levels of productivity.
- Originate, coach and develop an apprenticeship training programme.
- Provide motivation and leadership for the team.

### **General Responsibilities**

- To take part in the College's appraisal scheme and to undertake training as required.
- To be responsible for your own health and safety in the workplace.
- To fully comply with all the College's policies including equality of opportunity and data protection.
- To undertake any other reasonable request or duties commensurate with your post.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

## PERSON SPECIFICATION:

|   | <i>Likely to include</i>   | <i>Desirable</i>   |
|---|--|--|
| Qualifications                                    | <ul style="list-style-type: none"> <li>• Excellent literacy and numeracy</li> <li>• NVQ Level 3 Food and Beverage Service</li> </ul>   | <ul style="list-style-type: none"> <li>• Intermediate Food Hygiene Certificate</li> <li>• WSET Intermediate Wine Award</li> </ul>  |
| Experience, specific knowledge/skills (technical) | <ul style="list-style-type: none"> <li>• Experience of working in the Food Service industry to a high standard</li> <li>• Excellent customer service skills</li> <li>• Ability to achieve and maintain high levels of service and hygiene</li> <li>• Ability to work under pressure</li> <li>• Accuracy and attention to detail</li> <li>• Good organisational skills</li> <li>• Ability to communicate effectively to ensure consistency across the Catering Department and College</li> <li>• Working knowledge of Food Allergen policies</li> </ul>   | <ul style="list-style-type: none"> <li>• Working knowledge of Wine and Beverage Service</li> <li>• Competent Kinetic room management system user</li> <li>• Working knowledge of wine cellar management</li> <li>• Working knowledge Epos till management</li> </ul> |
| Personal attributes                               | <ul style="list-style-type: none"> <li>• Quality focus               <ul style="list-style-type: none"> <li>○ encourages high standards from others</li> <li>○ takes responsibility for own and others' work</li> <li>○ monitors and seeks to improve the quality of own and others' work</li> </ul> </li> <li>• People focus               <ul style="list-style-type: none"> <li>○ engages effectively with others within and outside the department to understand needs and respond accordingly</li> <li>○ adopts a consistent and fair approach</li> <li>○ responsive to users' needs and issues</li> </ul> </li> <li>• Leadership               <ul style="list-style-type: none"> <li>○ gives team members clear direction about what they are expected to achieve</li> <li>○ motivates and provides guidance and encouragement to others, and support as required</li> <li>○ is approachable and accessible</li> <li>○ tackles issues and problems swiftly and constructively</li> </ul> </li> <li>• Collaboration               <ul style="list-style-type: none"> <li>○ demonstrates commitment to working together</li> <li>○ encourages contribution and shows appreciation of what teamwork can achieve</li> <li>○ understands and uses resources within team for good of the department</li> </ul> </li> <li>• Resilience               <ul style="list-style-type: none"> <li>○ perseveres in trying situations but knows when to let go</li> <li>○ remains calm and composed under pressure</li> <li>○ is resilient in the face of obstacles</li> </ul> </li> <li>• Adaptability               <ul style="list-style-type: none"> <li>○ suggests improvements and is open to ideas other than own</li> <li>○ displays robust response to change</li> </ul> </li> <li>• Problem solving and decision making               <ul style="list-style-type: none"> <li>○ resolves issues constructively</li> <li>○ makes sound decisions</li> <li>○ understands when to make decisions with confidence and when appropriate to involve others</li> </ul> </li> </ul> |  |