



Job Description

Job Title:	Head Steward
Accountable to:	Catering Manager
Accountable for:	Hall Steward, SCR Steward, Bar Steward
Liaison with:	Students, Staff, Fellows

Overview of Role:

University College caters for approximately 600 students and 250 staff throughout the academic and calendar year. On a daily basis, around 350 diners come through the Buttery, which provides up to 130 three course plated dinners three nights a week. In addition, the Fellowship of the College and their guests dine in Hall and the Senior Common Room for six nights each week, where they enjoy a four course fine dining experience. Summer schools, conference catering and private diners are also provided for, with high end fine dining and weddings being an important part of our portfolio. Expected standards of presentation are high; in order to achieve these it is essential that the staff are expertly trained in service skills and the room and table are considered in the smallest detail before lunch or dinner is served.

The Head Steward is responsible for ensuring that these standards are maintained continuously, that communications with the kitchens are accurate and timely and that staff are impeccably presented at all times. The Head Steward is responsible for the highest standards of customer experience to uphold the ethos of the College. The post holder is also responsible for a high standard of student experience within the area of responsibility, including the delivery of the College Bar service.

Specific Duties:

Leadership - Overarching

- To assist the Catering Manager as required in representing the College within the wider collegiate university as appropriate.
- To assist the Catering Manager in supporting other college officers in their roles by collaboration on ideas, the food and beverage offer, policy-making and by providing practical, service support.
- To inspire the front of house service 'ethos' to be creative, seek excellence and maintain the highest standards at all times, continuing the professional and personal development of the front of house team to follow Domestic Bursary's values at all times.
- To promote a learning culture throughout the Front of House staff, to support this culture being promoted in other departments within the Domestic Bursary team.

- To generate a collaborative and collegiate spirit of cooperation with the Head Chef and his staff, taking shared ownership of the dining experience at University College and the smooth, efficient transfer of responsibility from the kitchens, through the Buttery and to the customer.
- To collaborate and cooperate with the Kitchen, the Lodge and Accommodation/Housekeeping services in ensuring a comprehensive approach to customer service within the College's hospitality initiatives and throughout the business/income generation model.
- To foster excellent working relationships with the Fellowship and student representatives so as to be aware of emerging concerns and expectations, and to be able to respond to these appropriately.

Staff Management – 50%

- To oversee the preparation and presentation of College public facing accommodation to the highest standard at all times, in particular dining and meeting facilities, liaising with the Housekeeping Manager as appropriate. To ensure the careful and considerate movement of furniture to accommodate various functions, protecting the fabric of the buildings.
- To recruit, train and manage Front of House staff and ensure that they carry out their duties professionally, efficiently and to the highest standards of presentation and food hygiene in accordance with the catering operating procedures.
- To ensure that staff are properly attired and groomed for each event wearing clean and ironed uniform.
- Evaluate the training needs of all stewards and arrange for external training to take place as necessary. Organising and facilitating on job training, led with the Senior Common Room Steward, throughout the working week identifying further opportunities for more in depth customer service instruction and presentational skills, imparting skills and knowledge to all staff under supervision and upskilling where possible.
- Closely scrutinising performance and standards evaluation in the Hall, the Bar and the SCR to ensure a consistently high level of operation.
- Ensure compliance from the Senior Hall, Bar and SCR team regarding Health, Safety and Food Hygiene regulations, including appropriate risk and COSHH assessments, liaising with the Catering Manager and Head Chef.
- To oversee compliance from the Senior Hall and SCR team regarding procurement of all Front of House supplies in accordance with the Colleges contractual obligations. Ensuring that Front of House ordering stock levels are maintained and correct practice of storage and stock control/rotation is followed.
- Monitor and report on staff performance through the annual appraisal cycle and put in place any rewards or personal improvement plans which arise as a result.
- To manage the duty roster for the Hall and SCR and ensure that there is an appropriate level of supervision and experience at all times.
- To oversee timesheet submission, absences for holidays or sickness and return to work interviews for Front of House staff.

SCR – 25%

- To liaise with the Housekeeping Team to ensure that the SCR is presentable at all times, and with Hall staff that the coffee machine, newspapers, fruit and cakes are available fresh and refreshed throughout the day as appropriate.

- To ensure that the standards of presentation are checked prior to Fellows sitting down to dine and that the Senior Fellow present is attended to throughout dinner.
- To supervise the security, care and storage of the College and SCR silver, ensuring that the Hall Supervisors take responsibility for securing the silver. Have repairs undertaken as required.
- To oversee the SCR Steward in appropriately selecting and preparing wine for meals. In addition, the Head Steward is to arrange for the appropriate ordering, management, operation and stock control of the SCR and DB wine cellars in discussion with the Senior Wine Member of the College.
- To build relationships with the SCR Fellows and President on SCR events.
- To ensure that appropriate records for invoice and other accounting purposes are kept.

The College Bar – 10%

- Manage staffing and the delivery of the service afforded by the College Bar.
- Ensure that the requirements of the Licensing Act are upheld at all times when the bar is operating.
- Ensure that signage, including but not restricted to the Licence, price list, 25 etc. is correctly displayed.
- Oversee and mentor the Bar Supervisor in his role, offering support in procurement, staffing, cleaning and stock control as well as planning upgrades or replacement of equipment.
- Mentor the Bar Supervisor in planning and developing the offer in the bar on a term by term basis.

Events and Hospitality – 10%

- To liaise closely with the Head of Conferencing and Events and the Internal Events Officer on the delivery of all internal College and development events, attending meetings as required.
- To be present on duty at the Master's events with Old Members, with the agreement of the Master.
- Liaise with the Master's PA, the SCR President, the Internal Events Officer and the Development Office over style and presentation of the College's internal hospitality and Development events.

Health and Safety and Compliance – 5%

- To ensure all risk assessments and method statements for use of equipment and relevant spaces/activities are maintained on an annual basis.
- To ensure that appropriate PPE is available and worn at all times as required.
- Ensure that all equipment is fully serviceable and has undergone all servicing and repairs required before use.
- Ensure a safe working environment for staff and for College Members.
- To ensure that all food production and service areas comply with standards required under the Food Safety Act, Health and Safety at Work Act and any other relevant legislation.
- To assist the Head Chef in maintaining a five star food safety and hygiene rating throughout the catering environment.
- To ensure that all chemicals are recorded and kept in accordance with COSHH regulations.

- To use cleaning and maintenance products as required and in accordance with manufacturers guidance.
- To ensure that all departmental personnel are trained and experienced with the management of substances hazardous to health.

Any other duties commensurate with the role and grade.

Person Specification

Qualifications, Skills and Experience

Essential

- Extensive experience of front of house service in a commensurate organisation, including significant experience of delivering functions from planning to post delivery.
- 'Fine dining' experience.
- Excellent communication and inter personal skills over a wide range of people at all levels.
- Excellent leadership and staff management ability with a proven record of leading high performing teams.
- Excellent time management and organisational skills, the ability to multi task and to embrace and drive change.
- Proven ability to work both independently and as part of a coherent delivery team.
- Ability to drive a consistently high standard of customer service, seeking continuous improvement.
- A flexible attitude to work and a proven ability to work under pressure. The post holder must be willing to work longer hours, evenings and weekends as required by the College diary.
- Excellent standards of personal presentation.
- Knowledge of food and wine pairing.
- Bar and stock accounting.
- Good knowledge of food hygiene and safety and an ability to impart that knowledge to others.
- Good level of IT skills.

Desirable

- Food Hygiene certificate (or willingness to obtain).
- Cellar management certificate (or willingness to obtain).