



Job Description

Job Title:	Hall Steward
Accountable to:	Head Steward
Liaison with:	All members of the College, staff and visitors to the College

Overview

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 Hall Steward is responsible for the overall Dining Hall operations and continuous improvement of customer service and experience for students, Fellows, and staff, while ensuring the smooth running of the Hall and the maintenance of service quality and cleanliness standards.

Main Duties and Responsibilities

Staff Leadership and Supervision

- To supervise FOH staff through the supervisor on duty;
- To conduct or arrange for the briefing of staff fully and effectively before any event in liaison with the chefs;
- To monitor staff skills and standards, and make recommendations for training if required;
- To ensure staff performance meets the College's standards of customer service;
- Assist the Head Steward in enabling staff feedback, through an "open door" policy and reviews staff satisfaction to identify and address problems or concerns;
- Support the Head Steward in his/her setting of specific goals and plans to prioritize, organize, and accomplish work;
- Implement staff training packages on behalf of the Head Steward;
- Assist the Head Steward in ensuring staff presentation and personal hygiene is of the highest standards at all times and that PPE is worn as required.

Customer Service

- Assist the Head Steward in managing service delivery in the Dining Hall to ensure excellent service from point of entry to departure (e.g., greeting, speed of service and food and beverage delivery, fulfilment of special requests);
- Monitors the differing needs of the Hall customers, in consultation with Head Steward ensure that the Hall operation adapts to address those differing/changing needs;
- Foster excellent communications with Head Steward, SCR Steward, Chefs, and assist as requested in verbally debriefing team after events;
- As requested by Head Steward pass any relevant debriefing down to other senior members of the team so that a learning culture is maintained;
- Keep Catering Manager in the debrief loop by using emailed Feedback forms and assist in ensuring other senior members of the team also use relevant Feedback forms;
- Seeks regular formal feedback from colleagues and customers and uses this to suggest changes to the Hall operations in consultation with the Head Steward;
- As directed by Head Steward, consult with staff and students on an informal basis during meals or upon departure to obtain feedback on quality of food and beverage, service levels and overall satisfaction;
- Brings guest/student problems and complaints to the attention of the Head Steward and Catering manager as required, handling initial concerns with sensitivity;
- Creates a positive atmosphere in the Hall, to enhance the customer experience;
- Ensure good service delivery of events by making contact with all event organisers in advance and during event.

Additional Responsibilities

- Updating food costs on the EPOS computing system, ensuring the EPOS system for food service is operating to optimum efficiency, is kept up to date and is correct;
- Ensuring that all staff are appropriately trained to use the EPOS system;
- Report immediately to all damages, breakdowns, defects of equipment, utensils and fabric of working environment, to the maintenance department (where appropriate);
- Maintain the highest standards of personal hygiene and presentation;
- Use the Kinetic Solutions system to provide and obtain information about events in College;
- Manage laundry deliveries and orders;
- Attends and participates in all pertinent meetings as requested.

Health and Safety

- 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 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 assist the Head Chef in maintaining a 5star food safety and hygiene rating throughout the catering environment.

COSHH

- 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 area of responsibility and grade.

Person Specification

Qualifications, Skills and Experience

Essential

- Good knowledge and understanding of the way in which food service works and the inter-relationship between food service and the kitchen;
- Experience of supervising food service, ideally from within a quality driven environment;
- Proven experience of staff supervision;
- Excellent customer service skills;
- Experience of providing diplomatic and productive responses to customer and staff concerns;
- Excellent communication skills, equally able to communicate to a range of audiences;
- A good understanding of Health and Safety legislation;
- Management/Supervisory Qualification;
- The ability to work flexibly in line with the demands of the role and to be willing to go that extra mile to ensure the gardens are kept to the highest standard.

Desirable

- Experience of working within a similar environment;
- WSET Level 2 in Wine.

University College is an equal opportunity employer.