



Job Description

Job Title:	Hall Steward
Accountable to:	Head Steward and Executive Chef
Accountable for:	Front of House supervisors and staff
Liaison with:	Fellows, Students, Staff,

The Role

University College serves approximately 600 students and 250 staff throughout the academic and calendar year. The Fellowship of the College and their guests dine in Hall and the Senior Common Room for 6 nights each week where they enjoy a four-course fine dining experience.

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

Under the instruction of the Head Steward, the Hall Steward is expected to ensure that an excellent Hall and SCR experience is consistently delivered to college standards. The Hall Steward is responsible for maintaining a high presentation of food, table and the broader setting at all times. Communication with the kitchens must be accurate and timely and all staff must be impeccably presented throughout proceedings. The post-holder will deputise for the Head Steward when needed.

Overview of duties

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.
- Foster excellent communications with Head Steward, Chefs, and supervisors 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 Head Steward and Executive Chef in the debrief loop by using emailed Feedback forms and assist in ensuring other senior members of the team also use relevant Feedback forms;
- Aid the Head Steward in the training and Development of the FOH catering team;
- To ensure compliance with all food hygiene legislation and ensure that staff comply at all times with Health and Safety regulations; and pursue any training requirements required.
- Writing weekly Rotas for the FoH team, in order to meet the business needs.

Customer Service

- Assist the Head Steward in managing service delivery in the SCR and 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 and SCR customers, in consultation with Head Steward and ensure that the Hall operation adapts to address those differing/changing needs;
- 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;
- Creates a positive atmosphere in the Hall, to enhance the customer experience;
- Ensure good service delivery of events by contacting all event organizers in advance and during events.
- Encourage participation from newer and younger cohorts of the SCR by supporting changing needs and expectations of a dining experience while respecting the best traditions and ethos of the College at all times;
- To run both SCR and Hall dinners and events with the assistance of FOH staff
- Ensure the standards set out by the Domestic Bursar, Executive Chef and Head steward are followed and maintained at all times;
- Ensure that the facilities are maintained to the highest standards and treated with respect by catering staff and members of the SCR;
- To maintain high standards of room and table presentation;
- Ensure the Summer Common Room and Payne Rooms are set up for all morning arrival, post lunch and pre-dinner activity by the Fellowship including but not limited to:

- SCR coffee area being fully stocked and well-presented including undercounter fridge, cupboards and food offer
- newspaper and magazines on display;
- Attention to detail of room set up, temperature, lighting etc;

Specific Duties

Dining Events

- To assist the Head Steward of the fine dining experience offered at Univ, including but not limited to:
 - Support to the Senior Member present
 - Impeccable delivery of the plate
 - Unobtrusive clearance
 - Serving wine/coffee at the table
 - Pre/Post dinner drinks set up (including system of battels charging)
 - Room decoration and temperature;
- To lead by example on the decorum to be observed at all times on formal occasions;
- Ensure an appropriate level of staff service to enable staffing in Dining areas to be managed efficiently;
- To engage with the SCR membership about the standard and quality of the offer, encouraging feedback and suggestions where appropriate;
- To liaise effectively with the kitchens and Head Chef on the presentation and provision of the food offer;
- Oversee the set-up, service and presentation of all dining Rooms

Equipment and Storage Areas

- Ensuring that broken or damaged items are logged for repair or replacement;
- Ensure the safety and security of College silver on behalf of the Head Steward;
- Checking the standards of equipment and consumables before they are accepted from suppliers (laundry etc.);
- Oversee WCR Glass, crockery, cutlery and china inventory and order as instructed;
- Take ownership of work and storage areas including; Alington Room pantry, WCR store room, WCR pantry;
- Assist the Head Steward and Executive Chef in ensuring storage and spaces are utilised to maximum potential and are kept clean and organised at all times.

Health and Safety

- To ensure compliance with all food hygiene legislation and ensure that staff comply at all times with Health and Safety regulations; and pursue any training requirements required.
- 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 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 5-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.
- Report immediately all damages, breakdowns, defects of equipment, utensils and fabric of the working environment, to the maintenance department (where appropriate);
- Ensure correct stock rotation, cleaning schedules and Health and Safety paperwork is completed as required in areas as instructed by Head Steward.

SCR Cellars

- Arrange for the SCR and DB wine cellars to be restocked as necessary;
- Instruct on wine service at table;
- Assist in the training of staff on the stocking, stock control, rotation ensuring minimal waste, and use of wine;
- Arrange for wines required for events to be brought up from the cellars in a timely manner.

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;
- 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.
- Any other duties commensurate with the role

Person Specification

Qualifications, Skills and Experience

Essential

- 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;
- WSET Level 1 in Wine

Desirable

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