



Job Description

Job Title: Front of House Manager

Reports to: Executive Chef

Supervises: Deputy Front of House Manager, Hall Supervisors, Food Service Assistants and VTE staff

Works closely with: Kitchen Team, Housekeeping, Events Office, Lodge

The Role

The Front of House Manager supports the delivery of high-quality hospitality services across the College. Working under the direction of the Executive Chef, the post holder ensures the smooth day-to-day running of dining areas, the Senior Common Room (SCR), and a wide range of College events, whilst working alongside the Front of House team. The role focuses on operational coordination, supervising front-facing staff, maintaining service standards, and ensuring well-presented facilities for students, staff, Fellows, and visitors.

Overview of duties

Operational Front of House Management

- Ensure dining halls, meeting rooms and the SCR are prepared to the required standard each day, providing and presenting a warm and welcoming FoH team approach.
- Coordinate service delivery for daily meals, formal dinners and other routine hospitality activities.
- Supervise FOH staff during service periods to ensure consistent customer service and efficient operations, managing the team with professionalism and warmth.
- Work closely with the Kitchen team to ensure accurate communication regarding timings, menus, and service requirements.
- Support the implementation of college policies relating to customer service, presentation, and hospitality operations.
- Run the service pass on busy dinners and lead by example.
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Staff Coordination and Training

- Assist with recruitment, induction, and ongoing supervision of FOH staff.

- Provide on-the-job training in service skills, customer care and presentation standards.
- Support the Executive Chef in monitoring staff performance and identifying training needs.
- Prepare duty rotas, manage timesheets and assist with absence reporting in accordance with college procedures.
- Promote positive teamwork and a professional working environment.

Senior Common Room (SCR) Support

- Ensure the SCR remains tidy, welcoming, and fully provisioned throughout the day.
- Oversee fine-dining service for Fellows, ensuring appropriate standards before and during meals.
- Monitor the correct handling and storage of SCR and College silverware and arrange repairs where needed.
- Assist with the management of the SCR and Domestic Bursary wine stocks, including basic stock checks and liaison with the Senior Wine Member.
- Maintain accurate records for billing and stock where required.

Events and Hospitality Support

- Work with the Head of Conferencing & Events and the Internal Events Officer to ensure FOH requirements for events are delivered effectively.
- Attend key internal events and provide operational support to ensure smooth service.
- Assist with planning aspects e.g., room layout, table set-up, staffing needs and service coordination.
- Liaise and work collaboratively with Bar Steward to ensure a smooth beverage service is achieved.

Health, Safety, and Compliance

- Maintain safe working practices across all FOH activities in line with statutory and University requirements.
- Ensure food hygiene and health & safety standards are followed, reporting concerns to the Executive Chef.
- Ensure staff have access to, and use, appropriate PPE.
- Support the completion and updating of risk assessments and method statements for FOH activities.
- Ensure chemicals are stored, used, and recorded in line with COSHH regulations.

Other Duties

- Undertake any other tasks reasonably required that fall within the scope and grading of the post.
- Support a flexible approach to working hours, including evenings and weekends during busy periods.

Person Specification

Qualifications, Skills and Experience

Essential

- Excellent standards of personal presentation
- A passion for good hospitality service, and commitment to good customer care.
- Level 2 Food Hygiene (or willingness to obtain).
- Experience in front-of-house service within a hospitality or catering environment with attention to detail.
- A sound knowledge of food, wine and dietary restrictions.
- Knowledge of food hygiene, safety procedures, and basic health & safety requirements.
- Experience supervising staff or coordinating small teams.
- Calm, organized and confident under pressure and able to resolve issues effectively.
- Ability to deliver high standards of customer service and maintain attention to detail.
- Strong organisational skills, including the ability to prioritise workloads during busy periods.
- Good communication and interpersonal skills.
- Ability to work effectively with a wide range of people, including students, Fellows, staff, and visitors.
- Flexibility to work evenings and weekends as required by the College timetable.
- Professional appearance and conduct.

Desirable

- WSET Level 2 (or willingness to obtain).
- Experience of fine dining or formal service environments.
- Experience with hospitality software, booking systems, or EPOS.
- Previous College experience