Job title: Front of House Apprentice (Food and Beverage Service)

Department: Front of House (Buttery) – Catering Department

Location: Nuffield College, New Road, Oxford

Grade and salary: £16,380 per annum

Hours: Full-time: 35 hours per week
(This includes time for assessments)

Contract type: Fixed-term Apprenticeship
14 to 18 months (depending on the successful completion of the Hospitality Team Member Apprenticeship)
3 month probation period

Reporting to: Catering and Conference Manager through the Front of House Supervisors.

Nuffield College and Apprenticeships

Nuffield College is seeking to appoint **two** Front of House Apprentice (Food and Beverage Service) to specialise in Food and Beverage Service in support of the College’s Front of House (FoH) team in the running of College events and catering activities.

Becoming an apprentice is an excellent opportunity to gain practical experience and training. You will work alongside experienced colleagues, whilst learning on the job and appropriate objectives will be set during the course of the Apprenticeship. At the same time, you will study for formal qualifications in your field.

Nuffield is a graduate college of the University of Oxford dedicated to advanced study and research in the social sciences, particularly economics, politics, and sociology. The College provides a great sense of community and in the present day, there is a population of about 90 graduate students and about 60 academic fellows (which includes around 20 postdoctoral research fellows).

For more information about becoming an apprentice at Nuffield and the University of Oxford please visit: [https://www.apprenticeships.ox.ac.uk/meet-our-apprentices](https://www.apprenticeships.ox.ac.uk/meet-our-apprentices)

For advice on how to make your application for this Apprenticeship the best it can be please go to: [https://www.apprenticeships.ox.ac.uk/how-apply](https://www.apprenticeships.ox.ac.uk/how-apply)
The role and what we are looking for
(This section describes the training you will receive and a brief overview of the job)

You will work as a Front of House Apprentice and will be required to complete a 14 to 18 month training programme that will cover all aspects of the role, delivered through in-house training and other distance learning methods delivered by the City of Oxford College. Leading to the completion of a Hospitality Team Apprenticeship.

The Front of House Apprentice role is key to providing a friendly yet effective service to all College members. You will develop excellent hospitality skills and learn how to match the requirements of College members making them feel welcome and catered for.

We are looking for a motivated individual who has a real passion for providing excellent customer service whilst understanding and promoting the College’s vision and values. You will gain a holistic view and understanding of the Catering Department through providing various styles of service and functions. These can vary from setting up areas for coffee breaks to supporting Private Functions and Conferences. The successful candidate will be required to learn and adhere to the Health and Safety, Food Hygiene and COSHH regulations and comply with College procedures at all times.

No previous experience is required as you will have the support from the wide team, especially from the Front of House Supervisor on duty who will oversee your work on a day-to-day basis. You will be line-managed by the Catering and Conference Manager.

To enhance your learning and development as a Front of House Apprentice, appropriate objectives will be set during the course of the apprenticeship, therefore developing strong working relationships and working as part of a team is essential to help you achieve your qualification.

Attendance in person at the local college is not necessary, however, meeting the college assessor regularly, completing the objectives set for this position and the successful completion of your studies are essential requirements of this role.

The hours of work are full-time, 35 hours a week on a rota system which may include some evenings and weekends. Some overtime may also be required.

Once your apprenticeship is completed there may be a number of opportunities to further your catering career within Nuffield College or Oxford University as a whole.

Responsibilities
(This section tries to give you a feel of what your day to day activities at work will be. These are just the basics, there will be more as your training progresses)

We want our college members and guests to love attending events at Nuffield, one of the most respected Colleges in Oxford. You can make every event special by providing a professional friendly face from the minute a guest walks in. You don't even need any experience, so long as you can provide a warm, helpful manner to everyone you meet, we can teach you the ins and outs of working as part of our busy team.
In your day to day work you will:

- Help create a warm, friendly and welcoming environment
- Learn to present our food and drink products perfectly
- Keep a safe and hygienic working environment
- Learn to identify the needs of the guest to make every guest feel valued
- Show an appetite for personal development and learning
- Be proud of what you achieve
- Receive nationally recognised apprenticeship training whilst being a permanent member of Nuffield’s team
- Become an expert on providing ‘best in class’ customer service

**Hazard-specific / Safety-critical duties**

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service (OHS), and the offer of employment will be subject to the successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Work in hot or cold environments.
- Regular manual handling.
- Open food handling.
- Work with food allergens, E.g. nuts, fish, shellfish, gluten etc.
- The use of sharp knives and use of large equipment.
- Work with any substance which has any of the following pictograms on their MSDS:

![Pictograms]

**Selection criteria**

*(When your application is assessed these are the things that we will look for. Try to show in your application that you have these qualities or qualifications or experience. It doesn’t matter if you haven’t got all of them but try to show how good you are in as many areas as you can. Give workplace examples if you can, even if it is from work experience at school, or examples from extracurricular activities such as a sport you play.)*

- Have a real passion for customer service and the desire to pursue a professional career in Hospitality.
- Educated to GCSE level at grades A-C, these must include English, Maths and 3 others.
- Ability to communicate clearly, accurately and professionally at all levels.
- Demonstrate flexibility and willing to work overtime when required.
- Be able to work effectively as part of a small team.
- Demonstrate excellent time management and organisational skills.
- Be able to work under pressure and thrive in a busy environment.
- Enthusiastic, motivated and interested in their professional development.
Pre-employment screening
If you are selected for the post, employment with the College will be conditional upon satisfying the following requirements:

Eligibility to work in the UK
The Immigration, Asylum and Nationality Act 2006 makes it a criminal offence for employers to employ someone who is not entitled to work in the UK. We therefore require applicants to provide proof of their right to work in the UK before employment can commence.

Please note that you will need to provide original documents and where any documents are not in English a certified translation will be required. Do not include these documents with your application. You will be sent a request for the relevant information at the appropriate point in the selection process.

Apprenticeship roles are not eligible for sponsorship under the Tier 2 visa route normally used for employed roles but there are other visa routes which candidates may be eligible to apply under. If you are eligible to apply under a different route Nuffield College is happy to discuss this with you, with support from the University’s Staff Immigration Team. There are also government residency requirements for Apprenticeship funding which the Training Provider will be able to advise on.

Important information for candidates

Data Protection
All data supplied by candidates will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the 2018 Data Protection Act (which incorporates the UK’s obligations under the General Data Protection Regulation, GDPR) and the College’s Data Protection Policy.

Equality of Opportunity
The policy and practice of the University of Oxford and Nuffield College require that all staff are afforded equal opportunities within employment. Entry into employment and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Where suitably qualified individuals are available, selection panels will contain at least one member of each sex.

How to apply
Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at the University of Oxford’ document, at: www.ox.ac.uk/about/jobs/supportandtechnical/.
Applications for this apprenticeship are being processed by the City of Oxford College. You need to visit the National Apprenticeship Service site (NAS) which is a GOV.UK page to make your application.

For further information and to apply visit: https://www.findapprenticeship.service.gov.uk/apprenticeship/-492062

Closing date for applications: **12 noon on Friday 14 February 2020.**

Interviews and the final selection process will be managed by Nuffield College directly.

Interviews will take place at Nuffield College, New Road, Oxford, OX1 1NF w/c 24 February 2020.

**Benefits of working at Nuffield College**

**Hours of Work**

Your normal hours of work are 35 hours per week, exclusive of meal breaks. It is essential that the post holder is able to provide some flexibility with working hours in order the meet the demands of the post and for which time off in lieu will be given. We would welcome applications from candidates who wish to hold the post on a part-time basis.

**Holiday Entitlement**

The post holder will be entitled to 41 days paid leave per annum (pro-rata for part-time staff) inclusive of all public holidays and College closure days. Annual leave should be agreed with your Head of Department or Line Manager, as appropriate.

**Pension**

You will be contractually enrolled in the Oxford Staff Pension Scheme (OSPS) from the commencement of your employment, unless you opt out by completing and returning to the HR Department the relevant form.

**Meal Entitlement**

Coffee, tea and lunch, whilst on duty, will be provided free of charge except during any Kitchen closure period.

**Oxford Colleges’ Healthcare Plan**

You will be eligible to join the Oxford Colleges’ Healthcare Plan from the commencement of your employment. The College will pay for a single membership of the Plan, but you may upgrade, at your own expense, your membership to cover your partner / spouse or your family. As this is a work benefit you will pay tax on the Subscription Rates.

**Other Benefits**

Employees will be eligible for a discounted travel to work scheme for the purchase of bus and train tickets. Uniform will be provided.