JOB DESCRIPTION

Job Title: Front of House - Apprentice (Hospitality Team Member)

Department: Front of House (Buttery) – Catering Department

Place of Work: Nuffield College, New Road, Oxford

Responsible to: Catering and Conference Manager through Front of House Supervisors

Salary: £16,380 per annum

Length of Post: Fixed-term for 14 to 18 months (depending on exam results)

Hours of Work: Full-time, 35 hours per week

Probation: 3 months

Overview

Nuffield College is seeking to appoint a Front of House – Apprentice (Hospitality Team Member) 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. The person appointed will gain skills and experience in the workplace and through the completion of a course of study and will join a network of apprentices across the University of Oxford as a whole. Appropriate objectives will be set during the course of the apprenticeship, as outlined below. The postholder will report in the first instance to the FoH Supervisor on duty, who will oversee and provide support to the postholder on a day-to-day basis. The Catering and Conference Manager acts as line manager.

The hours of work are full-time, 35 hours a week, on a rota system, which may include some evenings and weekend shifts. The person appointed will also be expected to undertake some overtime, as required.

During the course of the Apprenticeship, the postholder will be expected to:

- work to the College’s assured Food Safety Management System;
- adhere to Health and Safety, Food Hygiene and COSHH regulations;
- operate the FoH alarm and emergency procedures;
- clean catering areas when required by the FoH Supervisors (or FoH Assistants in their absence);
- meet the assessor of the local college of further education to work towards the Hospitality Team Member Apprenticeship qualifications; and
• meet the objectives set out below for the position.

**Objectives in Customer Service:**
• recognise and understand various customer profiles within the College and how guests and College Members have different needs;
• understand the importance of meeting, and where possible exceeding expectations in line with the business and College’s standards;
• understand the importance of receiving and dealing with feedback to support and improve College’s standards.

**Objectives in communication and teamwork:**
• understand the importance of using appropriate methods of communication that are suitable for different situations and individuals’ needs in a variety of College events and catering contexts;
• support and lead as an example to the rest of the team, and understand the importance of team work;
• understand how to work with people from different backgrounds and cultures;
• understand and support the supervision of casual team members.

**Objectives within the College:**
• understand the College’s vision and values, how it fits into the wider hospitality industry and how the postholder’s own area of work contributes to achieving College objectives;
• know how the postholder’s own role can minimize unnecessary waste and loss;
• understand how personal discipline and hygiene in approach to work can have an impact on the College;
• know the services and meals available in the College and how to match them to the needs of College members;
• recognise how the College can increase its level of service, so that it stands out in comparison with its competitors and counterparts;
• understand and use appropriated technology to enhance customer services and productivity;
• understand and adhere to College policy regarding wastage and the negative effect on the environment.

**Objectives in Food and Beverage Service:**
• understand and adhere to various style of service - buffet, plated, cafeteria, coffee break, afternoon tea;
• understand and adhere to various styles of functions – Conference, Academic, and Private Function, College Events.
• acknowledge and understand all type of meals, menus, ingredients and allergens;
• understand and adhere to various styles of hot and cold beverage services – Drink receptions, wine, coffee/tea, after drinks and soft drinks.

**Selection Criteria**

The successful candidate must:

• be enthusiastic and willing to learn and demonstrate a clear commitment to their own professional development;
• have a real passion for customer service and the desire to pursue a career as a professional hospitality team member;
• demonstrate excellent time management and organizational skills;
• be able to work under pressure and thrive in a busy environment;
• be able to work effectively as part of a small team, contributing in different areas as required;
• be able to communicate clearly, professionally and concisely;
• be flexible and willing to do overtime when required; and
• have a minimum of 5 GCSEs at grade A-C including Maths and English.