Job Title: Front of House Assistant

Department: Catering and Conference Department

Place of Work: Nuffield College, New Road, Oxford

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

Salary: In the range £17,715 to £19,260 per annum (points 4 – 7 of the Domestic Grade scale).

Hours of Work: 35 Hours per Week (on a rota basis, including evenings and weekends)

Overview of the Role:

Nuffield College is a graduate college of the University of Oxford, specialising in the Social Sciences, particularly Economics, Politics, and Sociology. The Front of House Assistant will assist the Front of House (FoH) Supervisors in the smooth running of the Catering and Conference Department to achieve and maintain the high standards expected by the College.

Key duties and responsibilities:

The Front of House Assistant will be expected to:

Service delivery

- Prepare and lay all rooms in use for the right function accordingly to the function sheet (setup).
- Supervise the running and closing down of Low Table dinners and delegated functions.
- Lay out, wait on and clear tables for all functions as required; operate the dishwasher and glasswasher when required.
- Clear all function spaces and areas between uses (including teaching and meeting rooms).
- Assist the FoH Supervisors in all areas of the Catering and Conference Department depending on the daily operational needs.
- Communicate effectively and clearly within the department.
- Observe and implement (as appropriate) delegated Food Hygiene and Health and Safety Policies.
Customer service and standards

- Follow department targets and objectives and strive for their achievement.
- Communicate effectively with all members and guests of the College in respect of FoH matters.
- Pay attention to detail in all aspects of the role, with a view to constantly improving the customer experience.
- Attend training sessions and meetings, as required.
- Be flexible and willing to help other departments at busy times if required.

Staff management

- Assist FoH Supervisor with induction arrangement for Casual and Agency staff and also support on-going training.
- Organise and delegate tasks to the appropriate staff during the absence of a Supervisor.
- Report any staff issues to the FoH Supervisors.

Administration

- Report low levels for consumable and non-consumable and respect stock rotation.
- Report any crockery/glassware breakage, broken equipment or premises degradation to line management.
- Use the College’s online system and menu display when required.
- Carry out stock inventory for consumable and non-consumables when requested.
- Assist the Front of House Supervisors with any other duties as reasonably required.

Selection Criteria

The successful candidate must:

- Be enthusiastic and willing to learn.
- Demonstrate strong time management and organisational skills.
- Be able to communicate clearly and professionally with staff and guests at all levels within the College.
- Be flexible and willing to do overtime when required.
- Show high levels of professionalism.
- Be committed to improving services and standards.
- Be able to work successfully as part of a small team.
- Be able to follow instructions but also work in on their own initiative, as required.
• Front of House experience in a similar environment and a working knowledge of relevant Health and Safety legislation would be an advantage.

How to Apply

Application Procedure

Your application should comprise:-

• A covering letter demonstrating how your skills and experience meet the criteria for this post together with the names and postal and email addresses of two referees. We will assume that we may approach your referees at any stage unless you tell us otherwise, so please state clearly if you wish to be contacted before a referee is approached.
• A curriculum vitae (CV)
• An equal opportunities recruitment monitoring form which will assist us with monitoring equal opportunities in recruitment. Equal Opportunities information collected does not form part of the selection process and will not be circulated to the selection panel. Completion of the equal opportunities monitoring form is voluntary. Data collected is used solely to monitor the effectiveness of the College’s Equality and Diversity Policy and helps the College to meet its duties under the Equality Act 2010.

Completed applications should be submitted to vacancies@nuffield.ox.ac.uk or to the Human Resources Department, Nuffield College, New Road, Oxford OX1 1NF.

The closing date for completed applications is 12.00 noon on Friday 8 November 2019.

Interviews are likely to take place in the week commencing 18 November 2019.

Communication regarding the status and outcome of your application will be made via e-mail.

Terms and Conditions

Full terms and conditions of employment will be provided in writing to the successful candidate. The information below is for guidance only and does not constitute a contract of employment.

Duration

This is a permanent post subject to the normal pre-employment checks and satisfactory completion of a six month probation period.

Salary

The salary for the post is between points 4 and 7 of the Domestic Grade scale, £17,715 to £19,260 per annum. Salaries are paid in arrears on the 28th of each month (or where the 28th is not a working day, on the last working day before the 28th) as detailed on your payslip. Salaries are reviewed annually in August, although the College is under no obligation to award an increase following a salary review.

Hours of Work

Your normal hours of work are 35 hours per week, exclusive of meal breaks. The hours of work will be agreed with the Catering and Conference Manager through the Front of House Supervisors.
on a rota basis, and will therefore vary according to operational needs. Regular evening and weekend shifts will be necessary.

**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 University of 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.

**Other Benefits**

Employees will be eligible for a discounted travel to work scheme for the purchase of bus and train tickets and, where appropriate, uniform.

**Training**

The College will support the post holder to undertake any relevant training to enhance his or her career and financial support for these development activities will be provided where appropriate.

**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.

**Equal Opportunity statement**

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.
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 General Data Protection Regulation (GDPR), the Data Protection Act 2018, and the College's Data Protection Policy.

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.

Please note that this post is not eligible for UK Visa and Immigration sponsorship.

Medical fitness

Please note that any offer of employment will be conditional upon receipt of a completed pre-employment medical health assessment questionnaire and confirmation from the University of Oxford Occupational Health Service that the candidate is medically fit for the post (allowing for any reasonable adjustments that may be required, in line with the provisions of the Equality Act 2010).

The purpose of the pre-employment medical health questionnaire is to:

- Assess the candidate’s medical capability to do the job for which they have applied
- Determine whether any reasonable adjustments or auxiliary aids may be required to accommodate any disability or impairment which they may now have
- Ensure that none of the requirements of the job for which they have applied would adversely affect any pre-existing health conditions the candidate may have.

Nuffield College exists to promote excellence in education and research, and is an equal opportunities employer committed to equality and valuing diversity. Applications are particularly welcome from women, disabled people and from black and ethnic minority candidates, who are currently underrepresented in posts in the College.