

## JOB DESCRIPTION

**Job Title:** Functions Supervisor

**Department:** Catering

**Reports to:** Front of House Services Manager

### **Purpose of role:**

To assist in the smooth running of the Functions and Private Dining rooms whether it be for formal meals, buffets, meetings or light refreshments, including setting up, serving of food and clearing down. This is a hands-on role involving all aspects of the operation. Responsible for ensuring food hygiene, 'Hazard Analysis and Critical Control Points' [HACCP], 'Control of Substances Hazardous to Health' [COSHH], and allergen regulations are followed.

### **Key accountabilities:**

- To liaise closely with the Front of House Services Manager, Hall and Functions Manager, Master and Fellows Functions Manager and be responsible in their absence, to ensure a smooth and seamless operation of the private dining rooms and Hall functions.
- To provide exceptional customer service, ensuring that all customers are served in a pleasant, courteous and helpful manner and that any queries or concerns are dealt with effectively and efficiently.
- To set up the Hall and private dining rooms for College and external functions, involving the movement of tables and chairs within health and safety guidelines.
- To clear down service points and tables after the end of meal and ensure the speedy return of all unused food to the Kitchen.
- To serve food and drinks to College Members and external guests.
- To organise and supervise junior Functions staff, including permanent staff and casual workers to deliver an efficient, timely and professional service of food and drink to the Hall and Private Dining Rooms for that particular function.
- To assist, as and when necessary, in any general duties required in the preparation and cleanliness of the service areas, including High Table and Student Servery, as instructed.
- To work closely with the Kitchen team to accomplish accurate delivery of food.
- To report any discrepancies or issues that could affect safety, service or the smooth running of the department.
- To observe all Food Safety regulations and comply with the due diligence needs of the Department. To assist with the training of casuals and junior staff, particularly when they are unfamiliar with the College and promote teamwork.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

## PERSON SPECIFICATION

Criteria	Description
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of Waiting in a College or hotel environment</li> <li>• A good Knowledge of Health and Safety</li> <li>• Ability and confidence to run small events with minimal supervision, supporting with the pre planning process to ensure efficient delivery</li> <li>• Experience of supervising staff in accordance with College standards and procedures</li> </ul>
<b>Skills and personal qualities</b>	<ul style="list-style-type: none"> <li>• Smart and well presented</li> <li>• A high standard of personal hygiene and general physical fitness</li> <li>• Exceptional communication and strong interpersonal skills showing an ability to communicate readily and easily interacting with a variety of people, including from adolescents to the very elderly</li> <li>• Possess and demonstrate active listening skills</li> <li>• Need to have or to develop an appreciation for, and affinity with, scholars and scientists in order to understand the culture of the College</li> <li>• To be able to respond to queries with tact and diplomacy</li> <li>• Be able to demonstrate good organisational skills</li> <li>• Committed with high personal performance standards</li> <li>• Enthusiastic and professional attitude towards work</li> <li>• Self-motivated, reliant and punctual</li> <li>• Creative and able to encourage creative thinking in the team</li> <li>• Able to work as part of a busy team</li> <li>• Be prepared to respond to work quickly and at short notice</li> <li>• Be willing to learn new trends</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 2 award in Food Safety is essential</li> <li>• Proven track record of working in a similar role and environment</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• You will be required to work a mixture of early and late shifts.</li> </ul>

## EMPLOYMENT DETAILS

<b>Rate of Pay:</b>	£27,645 per annum plus a shift allowance of £3,317 (total £30,962).
<b>Hours:</b>	75 hours per fortnight excluding unpaid breaks, worked on a shift basis including early, late, and weekend shifts.
<b>Holiday:</b>	33 days per annum including 8 public holidays.
<b>Meals:</b>	Free lunch is provided for staff whose duties cover this period.
<b>Probationary Period:</b>	Six Months.
<b>Pension Scheme:</b>	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
<b>Employee Assistance:</b>	The Employee Assistance Programme is a free and confidential telephone and web-based information and support service providing staff with access to caring and professional consultants and counsellors.
<b>Gym:</b>	Membership of the College gym is available for a modest fee. Inductions are compulsory.
<b>Sports &amp; Social Club:</b>	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
<b>Access to College:</b>	The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.
<b>Private Health Care:</b>	The College provides health care currently through membership of Bupa. Membership of a dental care scheme is also available. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.
<b>Cycle to Work Scheme:</b>	There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, up to a maximum value of £6,000.
<b>College Punts:</b>	Use of college punts at a subsidised rate.