

JOB DESCRIPTION

Job Title: Master's Butler

Department: Master's Lodge

Reports to: Master's PA

Purpose of role: To support the Master and the Master's guests. To make sure the Master's Lodge is kept to a good standard and guests are looked after when they stay overnight, attend meetings, receptions, lunch or dinner and various other functions.

Key accountabilities:

- **Guests:** Meet and greet guests and receive deliveries for the Lodge. Ensure guest rooms are prepared and prepare them where needed. Manage guest laundry, prepare, and serve refreshments. If the guests are staying in the Lodge, to brief them on meals, fire alarms etc. There may be need for entertainment arrangements to be made for guests.
- **Functions:** Ensure rooms are prepared for all functions, liaising with catering and the Works department as needed. Attend and oversee all functions in the Master's Lodge. Meet and greet all guests, managing coats and seating. Assist, but not manage the catering department in the delivery of catering services.
- **Housekeeping:** to assist clearing after meetings and events ensuring the Lodge is maintained to a high standard. Where the housekeepers are unable to carry out housekeeping, to independently carry out routine cleaning. Specialist cleaning will be required, such as silver and brass cleaning and maintaining the antiques within the Lodge.
- **Maintenance and Repairs:** The Butler is responsible for monitoring the overall condition of the Lodge, its day-to-day running, and its good repair, working closely with the Works Department and other College staff. The Butler will ensure repairs are carried out in a timely fashion. The Butler is responsible for maintaining an inventory of household supplies.
- **Security:** to ensure the overall security of the Lodge, by closing and locking windows and doors at the end of each day. Comply with fire regulations, working closely with the Porters Lodge.
- **Miscellaneous:** maintaining the clocks within the Lodge, ensuring they are kept wound and operating to time. The only exception is the Newton clock in the entrance hall.

Occasional responsibilities that are essential to the job but may only occur once or a few times a year:

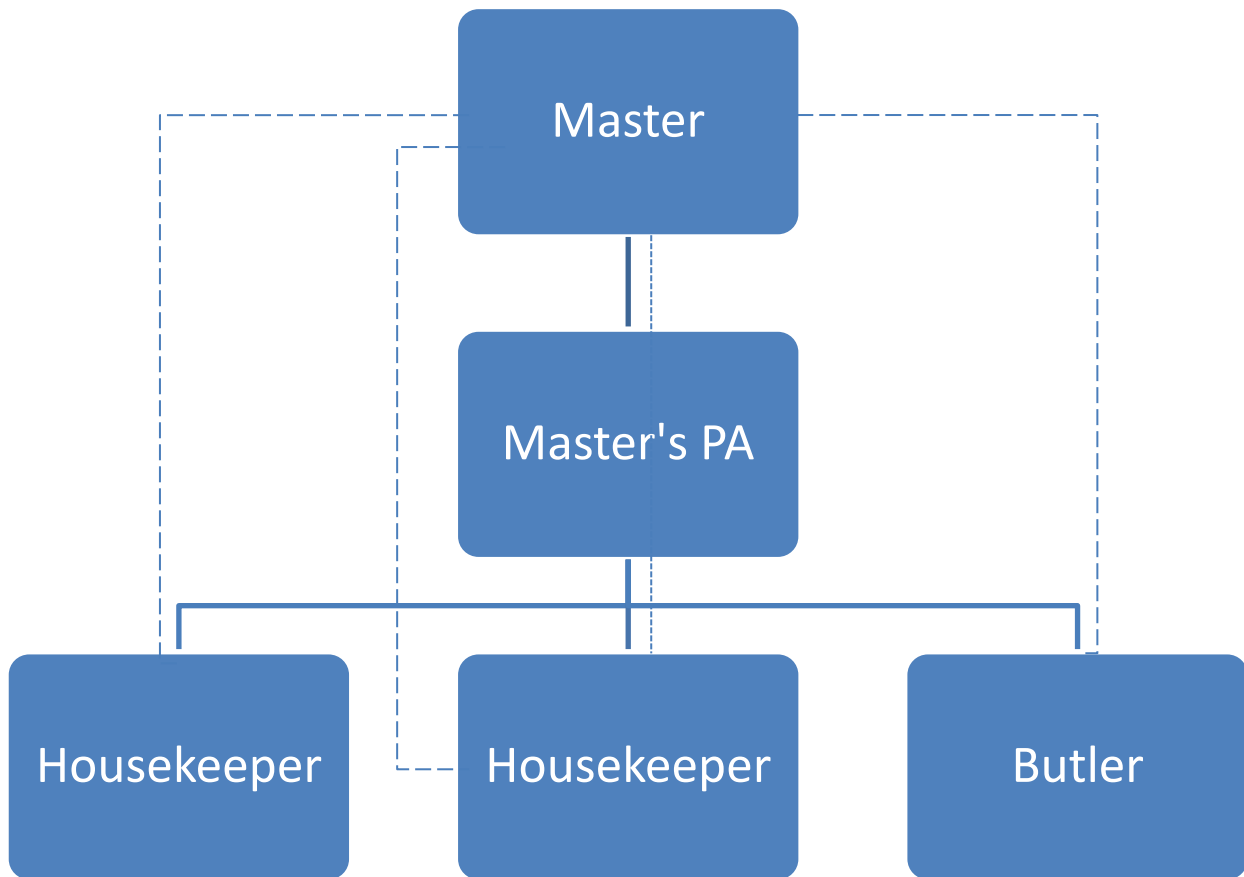
- **Outdoors:** Clearing outside steps and patio, ensuring the garden is ready to receive guests at short notice, liaising with the Gardens team.
- Cover for a housekeeper when on annual leave.

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
Experience	<p>Experience in hospitality or personal services industries.</p> <p>Desirable: Butler's experience.</p>
Skills	<p>Excellent verbal communication skills, active listening skills, concentration, attention to detail and customer service skills. Sensitivity and understanding, leadership skills, patience, and the ability to remain calm in stressful situations.</p> <p>The ability to set formal dining tables and serve food and drinks.</p> <p>The ability to work well with others. The ability to carry out basic tasks on a computer or hand-held device.</p>
Qualifications	<p>Full understanding of hospitality, food service, front of house service and customer service.</p> <p>Desirable: Food and beverage qualifications. Previous experience working with antiques.</p>
Additional requirements	<p>Flexible working hours – the post holder is expected to attend work as and when required, typically Monday to Friday 2pm-6pm. Occasional evening and weekend work will be required, normally during term time.</p>

ORGANISATION CHART



EMPLOYMENT DETAILS

Rate of Pay:	£20,000 per annum.
Hours:	20 hours per week, working 2.00 p.m. until 6.00 p.m., typically Monday to Friday. Occasional evening and weekend work will be required, normally during term time.
Holiday:	25 working days plus 8 public holidays, pro-rata for part time working.
Probationary period:	6 months.
Meals:	Free lunch is provided for staff whose duties cover this period when working in College.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three months service. All staff will become members unless they choose to opt out.
Private Health Care:	Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility. This is a taxable benefit.
Employee Assistance	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.
Cycle to work Scheme	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, after successful completion of the probationary period. Maximum limits apply.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Access to College:	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.
College Punts:	Use of College punts at a subsidised rate.
Childcare:	Access to a workplace nursery, subject to places being available.