

JOB DESCRIPTION

Job Title: Catering Secretary (High Table and Senior Members)/Bookings Coordinator

Department: Catering

Reports to: Head of Catering

Purpose of role:

To provide confidential support and assistance to the Head of Catering and Senior Management team. To manage the administration of special College functions (Feasts and College Dinners), the Fellows and Senior members catering database, and to oversee MA Dining requests. To jointly serve as the primary point of contact for internal and external communications for the Department. To manage the departmental email aliases (feasts, high table, Catering inquiries, and MA dining) both electronically and physically, disseminating information as appropriate. To provide administrative support to the Wine Steward and Catering Steward. To offer secretarial support for the High Table Committee and responsive assistance for the Feasts Committee, Catering Committee, and Catering Management Team. To contribute to departmental projects as needed. To oversee the departmental internet, intranet, and e-brochure. To engage professionally with all levels across the College to achieve objectives promptly. To actively participate in function bookings using the department's digital booking system.

Main Duties and Responsibilities:

- Provide secretarial support to the Head of Catering and assist the Catering Management Team.
- Actively assist the Functions Bookings Manager, ensuring all reservations are confirmed and completed as necessary, provide daily support with the management and entering of function bookings.
- Set up and manage on-line registration, produce personalised invitations and manage Feast responses, seating plans and name place cards (approximately 14 per year).
- Manage the Fellows' High Table Dinner requests.
- Support The Catering Steward when required.
- Attend the High Table Committee taking Minutes on behalf of the Catering Steward and the Vice Master.
- Prepare Committee papers and High Table list for Council.
- Create and maintain High Table Lists.
- Maintain database that supports High Table List.
- Provide project work support to the Head of Catering and Catering Management Team working alongside the Projects & Office Administration Assistant.
- Work co-operatively with other Department Secretaries across the College.
- Take initial enquiries over the telephone or from visitors to the Catering Office and ensure queries are passed to the appropriate colleague and actioned.
- Ensure visitors are greeted professionally and provided with appropriate refreshments.
- Filter incoming emails, sorting, redirecting and acting as required. Understand and manage department email structure.
- Manage the Department's shared drive.

- Department GDPR representative.
- Department Prevent representative.
- Create and manage the Department's intranet pages, hospitality e-brochure and ensure website information is maintained and updated.
- Co-ordinate agendas for team meetings and take minutes when requested.
- Maintain the Department's business calendar.
- Assist the Catering Management team with the planning and co-ordination of complex events.
- Co-ordinate and disseminate College policies and notices to the Catering Team.
- Help the Projects and Office Administration Assistant with the creation of menus when needed (annual leave and during very busy periods).

PERSON SPECIFICATION

The successful candidate will have the following essential qualifications, experience, skills and personal qualities:

Knowledge and Experience

- A high standard of general education
- Experience of working as a bookings coordinator/secretary
- Experience of working in a front-line, customer-facing environment
- A high level of proficiency in the use of IT, including Word (including mail merge), Excel (intermediate to advanced user), email and Internet. Experience of data management/data analysis/database maintenance
- Minute and note taking experience
- Previous experience within a catering, hospitality or customer services environment is desirable

Skills and Personal Qualities

- Exceptional organisational skills, with the ability to plan, prioritise, multi-task and work quickly and efficiently, ensuring deadlines are met, irrespective of conflicting priorities
- Exceptional interpersonal and communication skills
- Experience of working in a fast-paced environment, with the ability to continue calmly whilst under pressure
- Ability to deal confidently with enquiries from senior managers, prospective clients, colleagues and College members and to interpret consumer needs, offering practical solutions to any anticipated challenges
- Excellent writing ability, a good command of grammar and punctuation and confidence to draft correspondence

- Ability to establish strong working relationships with colleagues from different functions and of diverse backgrounds
- An ability to influence and represent/reflect the ethos of the Catering Team
- Highly personable, with first-rate spoken English and telephone manner
- Diplomatic, with the ability to deal with confidential matters discreetly
- A polite, punctual and professional manner
- Meticulous attention to detail and a high standard of personal presentation
- Pro-active and pragmatic, with a can-do attitude
- Able to work with minimal supervision
- Enthusiasm, willingness, flexibility and versatility
- Common sense, patience and a good sense of humour
- Initiative and intelligence
- A positive attitude to routine tasks
- Bright, confident and outgoing individual
- Methodical and tidy

Qualifications

- High Standard of General Education
- Certificate in GDPR – first level
- Understanding of Prevent
- Qualification in Microsoft Suite
- User knowledge of room management systems – ideally Kinetics

Health and Safety

Individuals will be expected to conduct themselves in a manner that will not affect the health and safety of themselves, their work colleagues or the members or guests of the College.

Other information

Working hours will be not less than 37.5 hours per week. Starting and finishing times may be varied according to the nature of the work in hand. The jobholder will be expected to attend for additional hours, as required, to provide service for Fellows' functions and College functions, and to cover for absent staff.

Uniform will be provided by the Department and can be dry cleaned at appropriate intervals at the Department's expense. Meals are provided during the breaks in working hours.

EMPLOYMENT DETAILS

Rate of Pay:	£33,836 per annum.
Hours:	37.5 hours per week, Monday to Friday.
Contract type:	Permanent.
Holiday:	33 days including 8 public holidays.
Probationary Period:	Four months.
Meals:	Free lunch is provided for staff whose duties cover this period.
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 month's service. All staff will become members unless they choose to opt out.
Private Health Care:	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 eligibility. This is a taxable benefit.
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, offer regular outings to places of interest, and organises functions including a Christmas event.
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.
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.
Cycle to Work Scheme:	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, maximum limits apply.
Childcare:	Access to a workplace nursery, subject to places being available.
College Punts:	Use of college punts at a subsidised rate.