



MARLBOROUGH COLLEGE

JOB DESCRIPTION **Assistant Hospitality Manager**

The aim of this job description is to provide you with information to define the function of your position within the organisation and to inform the job holder of their duties. This information is also used for recruitment, training or job evaluation and to help set objectives and performance reviewing.

This document is not an exhaustive or definitive list of duties to be carried out by the jobholder and is only a guideline. It may be updated as required and staff may be asked to undertake any reasonable task or duty necessary to assist with the operation of the department.

Job Title:	Assistant Hospitality Manager
Department:	General Services
Responsible to:	Hospitality Manager
Responsible for:	Common Room Bar Stewards and General Catering Assistants
Hours of work:	The role will require you to work hours as required to meet the needs of the operation, these can vary, but on average are expected to be approximately 40 hrs per week on an annualized basis. Working hours are to be agreed with the Catering Operations Manager.
Contracted Weeks:	52 weeks per year.
Overtime:	The nature of your role will require you to work the hours as required by operational requirements in order to fulfil your duties. Overtime is not paid, however adjustments to working hours, during College Holiday periods can be requested and must be approved by the Catering Operations Manager.
Salary Basic:	£30,000 per annum
Holiday:	<p>The holiday entitlement is 25 days Annual entitlement, plus 8 days Public holidays. Public holidays falling during term time are normal working days and time off in lieu is included in the holiday calculation and taken during College holidays. This is generally the May Day Bank Holiday.</p> <p>Holidays must be agreed in advance and are required to be taken outside the main College terms and the Enterprise main letting period, i.e. Summer School etc. Holiday requests are to be submitted to the Catering Operations Manager for approval.</p>

Location of Work:

The College may, due to operational requirements, expect you to undertake reasonable tasks and duties in line with your employment at any location on the College campus if requested.

To work with:

You are required to work with and assist all other members of the Catering Department where necessary, during the duties and tasks undertaken for the operation of the department.

Main Duties of the Post:

Responsible for all areas of Hospitality in the absence of the Hospitality Manager and to assist them in the planning and execution of all Hospitality events.

Comply with all Department Health & Safety and Food Hygiene Regulations.

Oversee Hospitality Events and provide a Management point of contact for the customer as directed by the Hospitality Manager and during periods of their absence.

Responsible for compiling and managing the Common Room Staff rota.

Support the Deputy Catering Operations Manager Front of House with the provision of Common Room (CR) STDs to meet operational requirements in Norwood Hall.

Be one of the Front of House Managers in Norwood Hall during Marlborough College Summer School.

Responsible for the training and development of all staff across hospitality, Norwood Hall.

Responsible for the development and management of the College's sustainability goals.

Working in all departments of the hospitality team, Norwood Hall, as per the needs of the department.

Responsible for the implementation and management of any new systems, marketing and controls in Norwood Hall.

Duties and Responsibilities:

Be an exemplary advocate of Marlborough College Hospitality and ensure that the highest standards of uniform is worn by the CR Stewards at all times.

Provide hands on cover for staff shortages as necessary.

Assist the Hospitality Manager in the security of Cellar Stock and ensure all issues are correctly charged to the relevant function.

Establish and maintain effective communications with kitchen staff to ensure the smooth delivery of Catering functions to meet the Customer's expectations.

Ensure efficient use of catering supplies.

Instruct and supervise staff in the correct use of COSHH materials and maintain sufficient stock levels to meet operational requirements.

Ensure all areas within your responsibility are left clean and tidy at the end of each shift in accordance with end-of-day and post-meal routines.

Maintain the Common Room HACCP log and ensure all staff are fully conversant in the correct HACCP procedures and that documentation is compiled correctly and presented to the Hospitality Manager on the last working day of the month in time for presenting to the Catering Operations Manager as part of their monthly due-diligence checks.

Liaise with the Hospitality Manager to ensure correct levels of Enterprise and Common Room small equipment and disposables are maintained to meet operational requirements.

Assist with the training and professional development of staff as directed by the Hospitality Manager.

Supervise staff to ensure that:

- The Common Room is set up correctly for breakfast.

- The Adderley is set up correctly for morning coffee break.

- The correct lay out of the Common Room / Dames Room for any meetings / functions.

- The cleanliness of the Common Room / Dames Room and surrounding areas is maintained.

- The Coffee Machine in the Common Room Bar is clean and sufficiently stocked to meet demand.

- Drive the Catering Department van in support of functions as required.

Responsible for training and development of all FOH staff, working alongside the Deputy Head of Catering Operations, you will be responsible for the development of all the appropriate training, and standardisation plans for all staff. A full quarterly report will be sent to the Deputy Head of Catering Operations, on a training and development and progress of each team member.

Working with the Deputy Catering Operations Manager and the Head Chef, you will take the lead on all Health and Safety for Norwood Hall. A full quarterly report to be sent to the Head of Catering Operation.

FOH sustainability lead – responsible for developing initiatives to meet our sustainability goals and working with the Catering Operations Manager, Head Chef and Deputy Catering Operations Manager to develop new practices to reduce food waste and improve recycling rates.

Responsible for the onsite and offsite marketing plan on nutrition, sustainability, staffing and what is happening with the catering department, to the staff, students and parents. As well as investigating new trends in school catering. A plan to be discussed for implementation of new trends, you will be responsible for the implementation of the plan.

Responsibilities:

Health and Safety

All staff are responsible for considering the Health and Safety of themselves and others as an integral part of their job and are expected to comply with the College Health and Safety policy.

Physical Demands:

While performing the duties of this job, the employee is regularly required to, Walk, Stand, Bend forward, Kneel down, Reach, Grasp, Push, Pull, Lift and/or move items up to 25lbs.

Reasonable accommodations may be made to enable individuals to perform these essential functions and manual handling training will be provided.

Performance Development Review (PDR)

As an important part of our commitment to your continued Training and Development and the successful operation of the organisation, you will have the opportunity, at least once a year, to spend time with your manager or supervisor -

- To discuss and agree your objectives;
- To give and receive constructive feedback on your performance;
- To identify appropriate development opportunities so that you can continue to contribute ideas for the development of the College.

Performance Reviews are designed to benefit you and is a two-way discussion with your manager.

Minimum Training:

The following training courses are considered to be a minimum requirement for the post and will be planned as appropriate by the College to support the criteria for the role, tasks and duties to be undertaken.

- Appointed Persons First Aid Certificate – 3 Yearly Basis
- Child Protection Training – 3 Yearly Basis
- Fire Training – 3 Yearly basis
- COSHH Training
- Foundation Health & Safety Certificate L2
- Level 3 HACCP / Food Hygiene Certificate
- ECDL Level 2, IT Certificate
- Manual Handling
- Equality, Diversity and Data Protection Training
- Midas Training / Assessment – 4 Yearly (For College Vehicle Users)



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Person Specification : Assistant Front of House Manager

	Essential Criteria	Desirable Criteria
Education, Qualifications and training	<ul style="list-style-type: none"> Proven experience in various styles and levels of Catering Services NVQ level 2 in Team leading / Management or equivalent Intermediate Food Hygiene Certificate or Equivalent 	<ul style="list-style-type: none"> NVQ level 3 in Supervisory Management or equivalent Level 2 Health and Safety First Aid at work certificate Manual handling Training COSHH Training HACCP Training Driving Licence
Experience	<ul style="list-style-type: none"> Experience of working as a Manager for a minimum of 2 years along with a proven track record within the industry Experience of managing a team A knowledge or experience in a modern large scale catering outlet 	<ul style="list-style-type: none"> Experience of working in the education sector A knowledge or experience in a modern large scale catering outlet Dietary and allergy knowledge / experience
Knowledge and Skills	<ul style="list-style-type: none"> Ability to work in a proactive manner to further the objectives of Marlborough College Ability to work as part of a team and on own initiative, whilst carrying out responsibilities Ability to work calmly under pressure, motivate staff and multi-task Excellent organisational skills and ability to maintain good records 	<ul style="list-style-type: none"> Knowledge of child protection and safeguarding issues Able to use Microsoft office package effectively (Word, Excel and email)
Personal Attributes	<ul style="list-style-type: none"> Self-Motivated Good leadership skills Manages staff appropriately when required and is able to motivate teams. Effective verbal and written communication. Ability to prioritise and organise both own and others' workloads, delegating effectively where necessary 	