

JOB DESCRIPTION

Job Title:	Front of House Service Manager
Department:	Catering Department
Reports to:	Head of Catering
Responsible for:	All Front of House staff – 30 permanent plus casual staff.

Purpose of role:

The Front of House Services Manager is responsible for overseeing all front-of-house services, catering, and associated commercial hospitality activities at the College. Working closely with the Head of Catering and Executive Head Chef the post holder will contribute to the development and growth of the College's internal and external income-generating opportunities.

The role requires promoting a culture of efficiency, professionalism, and exceptional customer service, ensuring that all services deliver quality, value for money, and high customer satisfaction.

The Front of House Services Manager will manage day-to-day front-of-house operations, including, but not limited to, budget control, Health and Safety, food hygiene, COSHH, and allergen compliance, maintaining consistently high standards across all daily production services.

Actively collaborate with colleagues in the Catering team by assisting with administrative and clerical duties to support the development and maintenance of systems as required. Work closely with the Bookings and Hospitality Manager in the planning and execution of function bookings and related services, ensuring smooth coordination and high standards of service delivery.

Main Duties and Responsibilities:

To ensure the continuity of all daily services at a consistently high level across the whole customer base and within all catering outlets. This will include the maintenance and development of effective quality management, control systems and procedures.

1. To deputise and provide cover for the Head of Catering and Executive Head Chef during periods of absence.
2. To oversee the day-to-day management, development and control of an expanding multi-unit operation.
3. To manage and deliver the highest quality service which demonstrates flair, imagination and a commercial awareness that takes into account current trends in the catering industry and meets customer needs and preferences, whilst being mindful of tradition.
4. To have the ability to support a range of main-stream menus to meet individual dietary requirements.
5. To manage the purchasing and production of foodstuffs and minimise waste and maintain portion control in ways that maximise efficiency and maintain Gross Profit, as designated by the Head of Catering.
6. To manage, delegate and motivate the Front of House teams and to work with front-of-house and kitchen staff to develop a team culture based on inclusivity, mutual support, communication and commitment to the highest customer-focused standards.
7. To manage and maximise the efficient and effective use of labour, while working within overall budget targets specified by the Head of Catering.

8. To assist in the day-to-day budget management control of income and expenditure.
9. To undertake regular reviews of training and development needs and develop on-going training and development programmes. To maximise team efficiency using a performance-review process, ensuring staff are realising their full potential.
10. To maintain and develop all systems, procedures and documentation needed to conform to prevailing Health and Safety, Food Hygiene, Allergen Laws and COSHH legislation and conform with best practice in the industry. This will include responsibility for maintaining all front-of-house plant, equipment and environments in safe, working condition and carry out and communicate findings and recommendations of all risk assessments in a timely manner.
11. To ensure that all processes, systems and procedures within the Catering Department are consistent with the overarching College framework.
12. To embed customer service within all aspects of service delivery within catering services.
13. To co-operate with the store person to maintain and, where necessary, develop best practice with regard to the efficient and effective management of stores, stock accounting systems and procedures. This will include accurate and auditable purchase, receipt, storage, issue and security activities.
14. To maintain and develop efficient and effective communication and feedback channels between catering staff and customers. This will typically, but not exhaustively, include daily monitoring of sales, wastage and customer comments; regular attendance at customer meetings; and the periodic use of questionnaires to ascertain customer satisfaction and inform ongoing product and service planning.
15. To operate effective communication systems throughout the service and facilitate team meetings.
16. To develop and sustain a true team-working culture within the Catering Department, promoting staff inclusion, empowerment and ownership.
17. Undertake other related duties, which may be requested by the management due to the nature and character of the business and associated activities.

General Duties:

The Front of House Services Manager will cooperate with the Head of Catering in their personal and professional development and will be expected to update skills and knowledge of developments within the Catering and Hospitality industry, by attending appropriate seminars and training courses. In addition, the Front of House Services Manager will:

1. At all times keep abreast of the legislative changes in the above-mentioned areas of responsibility and will, as a matter of course, be responsible for advising on and implementing appropriate changes.
2. Demonstrate flexibility by working any additional and unsociable hours necessary to maintain service provision and meet fluctuations in business patterns.
3. Understand that this is a 'hands-on' position which will include production and service duties as required for the maintenance of services and training and development of staff (circa 50% of the working week).
4. Actively collaborate with colleagues in the Catering team by assisting with administrative and clerical duties to support the development and maintenance of systems as required. Work closely with the Bookings and Hospitality Manager in the planning and execution of function bookings and related services, ensuring smooth coordination and high standards of service delivery.

5. Contribute and support new projects across existing and new business opportunities.
6. Participate in Trinity College's Performance Review scheme.
7. Respect confidentiality and ensure that confidential information is kept in confidence and not released to unauthorised persons.
8. Comply with legislation and adhere to Trinity College's policies and procedures and attend appropriate training as required, including for Health and Safety.
9. Manage and enhance their own personal performance.
10. Participate in work-related training and staff development.
11. Fully endorse and promote the College's equal-opportunities policy.

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 job or to reflect the latest technology or best practice.

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 75 hours per calendar fortnight, with alternate weekends off and two weekdays off per fortnight. 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. Annual leave is 33 days including 8 Bank Holidays in a complete leave year.

PERSON SPECIFICATION

Knowledge and Experience

- Extensive Front of House Management: Proven experience managing large-scale Front of House operations, ideally within a five-star hotel, college, or a comparable establishment.
- Service Excellence: Demonstrated ability to deliver high-standard Front of House services with a strong focus on quality and customer satisfaction.
- Operational Management: Competence in managing personnel, overseeing stock control, and handling all aspects of Front of House administration efficiently.

Skills and Personal Attributes

- Front of House Management: Demonstrated success in managing large-scale front of house operations, ensuring high standards of service and efficiency.
- IT Proficiency: Strong working knowledge of Microsoft Office and relevant software tools.
- Negotiation Skills: Ability to negotiate effectively with suppliers, clients, and stakeholders.
- Advanced Management Abilities: Proven expertise in team leadership, staff development, and operational management.
- Excellent Communication: Strong verbal and written communication skills, with the ability to engage effectively at all levels.
- Change Management: Skilled in evaluating new technologies and work methods, with the capability to integrate improvements into current practices through effective change management strategies.

Qualifications

- Level 3 Allergen Management: Demonstrates a thorough understanding of managing allergens in a food service environment.
- Intermediate Food Hygiene Certificate: Ensures compliance with food safety and hygiene standards.
- Level 3 Supervising Food Safety: Proven ability to oversee food safety practices and maintain compliance.
- Level 3 HACCP: Knowledge of Hazard Analysis and Critical Control Points, crucial for food safety management.
- Food Labelling Regulations: Understanding of compliance requirements for accurate and safe food labelling.
- IT Proficiency: Working knowledge of Microsoft Office, including Excel, for effective administrative and operational tasks.
- Booking Systems Experience: Familiarity with Kinetics or similar booking systems, enhancing event management efficiency.
- EPOS Systems Knowledge: Experience with electronic point of sale systems, ideally Uniware, to manage transactions and customer service efficiently.

Additional requirements

- Legislative Awareness: Stay informed about legislative changes, providing advice and implementing necessary adjustments to maintain compliance.
- Continuous Professional Development: Proactively enhance skills and knowledge to support role effectiveness.
- Flexibility in Working Hours: Willingness to work additional and unsociable hours as needed to maintain service provision and adapt to changing business demands.
- Health and Safety Vigilance: Maintain awareness of potential hazards in the front of house environment, including hot food and sharp instruments, ensuring safety protocols are followed at all times.

EMPLOYMENT DETAILS

Rate of Pay:	£55,000 to £59,000 per annum, dependant upon experience.
Hours:	75 hours per fortnight excluding unpaid breaks, worked on a shift basis including early, late, and weekend shifts.
Holiday:	33 days including 8 public holidays.
Probationary Period:	Six 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.