

**Front of House Shift Leader**  
**(Salary £21,300 pa, plus excellent benefits)**

**General Background:** (see also [www.fitz.cam.ac.uk](http://www.fitz.cam.ac.uk))

Fitzwilliam College is an open, friendly and diverse academic community of some 900 people, including undergraduates, graduates, Fellows and staff, set in outstanding grounds close to the University sites in West Cambridge and within easy reach of the University Library and faculty sites.

The College is first and foremost an educational establishment. It recruits and teaches undergraduate and post-graduate students from all over the world, holds open days for schools and prospective applicants and arranges subject conferences for teachers. It also keeps in touch with an alumni base of over 8000, arranging events and reunions, and runs a thriving conference and catering business with an annual turnover of approximately £1.3m, hosting over 150 conferences a year, many of which are residential.

The Catering department includes the Kitchen, led by the Head Chef, the Coffee Shop and the Front of House team. The friendly, professional Front of House team consists of the Front of House Supervisor, four Front of House Shift Leaders and a large team of both permanent and casual Catering Assistants.

### **Front of House Shift Leader**

We are seeking a motivated Front of House Shift Leader to join the supervisory team and ensure the smooth operation of the College's Front of House Catering provision. This will entail managing a team of staff and working ten shifts over a two week period, including working evenings and alternate weekends (with alternate weekends off). The Front of House Shift Leader will also take responsibility for the Front of House in the Supervisor's absence. The successful candidate will be enthusiastic and flexible with the ability to lead their team from the front. Previous similar experience in a customer focussed service environment is preferred.

### **Conditions of employment**

The Front of House Shift Leader is a full-time position of 37.5 hours per week, working five days out of seven, including evenings and every other weekend, and therefore full flexibility is required.

The salary for this position is £21,300 per annum. Benefits include a generous non-contractual bonus scheme, 33 days' annual leave (including public holidays), enrolment into a contributory Group Personal Pension Scheme, free meals on duty and car parking on site, subject to availability.

Any offer of employment will be subject to evidence of the right to live and work in the UK and satisfactory references. The appointment will be made subject to an initial probationary period of six months.

## Application procedure

Further particulars and an application form are available on the College website at: <http://www.fitz.cam.ac.uk/vacancies/nonacademic> or by contacting Sarah Rowland Jones, HR Officer, on 01223 761050, e-mail [hr@fitz.cam.ac.uk](mailto:hr@fitz.cam.ac.uk).

Applications should reach Mrs Sarah Rowland-Jones, HR Officer, Fitzwilliam College, Cambridge CB3 ODG, email [hr@fitz.cam.ac.uk](mailto:hr@fitz.cam.ac.uk) by **Monday 23<sup>rd</sup> September 2019**. Applicants should provide a covering letter and completed application form.

Interviews will be held on Tuesday 1<sup>st</sup> October 2019.

The College values diversity and is committed to equal opportunities in the recruitment of its Fellows, students and staff.

In applying for this vacancy, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy:

<https://www.fitz.cam.ac.uk/about/official-information/data-protection>

## Job Description

**Title:** Front of House Shift Leader

**Reporting to:** Front of House Supervisor

**Reporting to Post Holder:** Catering Assistants

### JOB PURPOSE

The post holder is required to effectively operate and oversee the execution of all aspects of service for Front of House Catering in line with the Customer Service Charter.

### MAIN DUTIES & RESPONSIBILITIES

- **Operations:**
  - ❖ To plan and oversee (or delegate) the front of house catering for various functions and events including breakfast, lunch & dinner for Students, Staff, Fellows and Conference guests.
  - ❖ To undertake training courses as required.
  - ❖ To ensure that stock is ordered from the correct suppliers to meet the needs of the business. To carry out monthly stock takes.
  - ❖ To plan staff rotas and facilitate training to meet staff and business needs.
  - ❖ To ensure the staff welfare.
  - ❖ To assist in the office functions and to have an understanding of EPOS and general computer operations.
  - ❖ To comply with current legislation pertaining to your role.
- **Hygiene / Health & Safety:**
  - ❖ To comply with departmental Risk Assessments
  - ❖ Ensure the cleaning rota is correctly operated and maintained.
  - ❖ At all times comply with the requirements of the College health and safety policy and positively contribute to maintaining a safe working environment.
- **Communication:**
  - ❖ To effectively communicate with the rest of the catering team to ensure updates are acted upon.
- **Security:**
  - ❖ To operate the cash register and to safely collect and deposit takings in the safe.
  - ❖ To safeguard and be responsible for keys when signed out or handed over.
  - ❖ To deputise for the Front of House Supervisor in their absence. To be a Responsible person out of hours.
- **Other:**
  - ❖ To undertake any other duties appropriate to the grade as required.

## Person Specification

### Front of House Shift Leader

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications, Education</b>	<ul style="list-style-type: none"> <li>• Good level of basic education</li> <li>• Food Hygiene Level 2</li> </ul>	<ul style="list-style-type: none"> <li>• Any formal customer care training</li> <li>• Any I.T. courses undertaken</li> <li>• Food Hygiene Level 3 or above</li> </ul>
<b>Skills, Knowledge, Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience working as a shift leader in a customer service environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a College environment</li> <li>• Coffee Shop experience</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Ability to work unsupervised</li> <li>• Focussed team player. Willing to help all members of the team in order to achieve the review goals</li> <li>• Proactive and self-motivated with a desire to always deliver the best standards of customer service</li> <li>• Conscientious with an eye for detail</li> <li>• Ability to maintain discretion and confidentiality where appropriate</li> <li>• Flexible approach to work and working hours in order to meet the needs of the role</li> <li>• Ability to follow set procedures</li> <li>• Smart Appearance</li> </ul>	