Job Title: Butlers Supervisor

Department: Pantry

Responsible to: College Butler

Purpose of Job: To provide leadership and a first-class front of house service to ensure total customer satisfaction. To have a full understanding of all Pantry daily operational activities, planning well in advance and being an ambassador for growth and excellence. Responsible for the supervision of the Pantry staff.

Duties and responsibilities:

Front of House Services
- Responsible for the smooth running of internal and external events.
- Responsible for the smooth running of the student Cafeteria in Hall, maintaining service standards and the presentation and cleanliness of the servery.
- Ensure high levels of service are delivered for College internal/external events and meetings.
- Ensure that the style of service suits the nature of each event.
- Set up the function rooms for meetings and seminars.
- Responsible for ensuring that all areas are kept clean and tidy including storerooms and cupboards within meeting rooms.
- Check the function board and plan and prioritise events.
- Ensure allergen information to be presented to diners within the college is correct, and sufficiently communicated within the team, and appropriately to the college community.
- Ensure all College equipment is well maintained and stored correctly: Laptop, data projectors, screens, flip charts, baize etc.
- Responsible for ensuring consumable item (coffee, napkins, candles etc) levels are maintained at the level agreed by the College Butler.

Communication
- Ensure effective communication between the Catering Management Team/Office, the Pantry staff, the Kitchen and other members of College as needed.
- Liaise with the Catering Manager, College Butler, Head Chef and other team members in relation to menu suitability and the appearance, quality, and temperature of food.

Supervision of Staff
- Organise and Booking of Casuals for events (in collaboration with the Pantry Management team).
- Organise function briefings for all staff connected with a particular function.
- Carry out pre-service checks liaising with Client.
• Supervise the front of house staff during functions.
• Empower staff and delegate as appropriate to allow them to reach their full potential.
• Ensure that casual staff levels are controlled and managed within agreed limits.
• Ensure staff records such as absence records and development plans are maintained.
• Supervise the replacement ordering and stock levels of Staff Uniform.
• Deliver and supervise staff Training and Developing, being passionate that staff development is key to the departments success.

**Pantry Wine Cellar**

• Oversee the Pantry Wine Cellar (in collaboration with the College Butler) and take responsibility for Cellar Holdings and monthly stock take.

**Other**

• The Senior Butler is expected to be present at all major College events and other important occasions stipulated by the Catering Manager in the College Butler’s absence.
• It is expected that the Senior Butler will carry out any other appropriate duties requested by the College from time to time.

*The above is not an exhaustive list and the post holder may be expected to undertake other related duties as required by the College Butler. The list of duties may be subject to revision at the end of the probationary period.*

**Person Specification**

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td>Good understanding of written and spoken English</td>
<td>Basic food hygiene WSET level 1</td>
</tr>
<tr>
<td><strong>Knowledge/Experience</strong></td>
<td>Proven track record of managing a small team. Ability to lead and inspire.</td>
<td></td>
</tr>
<tr>
<td><strong>IT Skills</strong></td>
<td>Sound workable knowledge of Microsoft packages</td>
<td>An understanding of the use of social media accounts.</td>
</tr>
<tr>
<td><strong>Skills</strong></td>
<td>Service and wine skills Basic numeracy Able to work without supervision</td>
<td></td>
</tr>
<tr>
<td><strong>Personal Qualities</strong></td>
<td>Clean and tidy appearance. Flexible attitude to work. Trustworthy. Prepared to work additional hours when required.</td>
<td></td>
</tr>
<tr>
<td><strong>Physical/Special Requirements</strong></td>
<td>Due to the age and layout of the College, there are a number of steep staircases and areas of restricted access. Some heavy lifting of materials and equipment.</td>
<td></td>
</tr>
</tbody>
</table>
Issued by Department Head  Iain Sutherland ………..Name

………..Signature

……..18.04.2023 …………..Date

Accepted and Understood by Postholder  ……………………………….Name

………………………………..Signature

………………………………..Date

This job description will be reviewed periodically when additions and amendments may be made.