Corpus Christi College
Cambridge

Job Description

Job Title: College Butler/Food Services Manager
Department: Catering - Pantry
Responsible to: Catering Manager

Purpose of Job: To manage and be responsible for the day to day running of the Front of House operations for Fellows, Students, Staff and commercial activity. Ensuring that the department provides the highest level of service for all functions, dinners and events held throughout the College whilst maintaining the College traditions.

Duties and responsibilities:
The College Butler is responsible for the management of the Pantry team to deliver a diverse range of activities;

Front of House Services

- Ensure the smooth running of Fellows’ High Table lunch and dinner.
- Ensure the Fellows’ Common Rooms (the Senior Combination Rooms) are kept in good order, to ensure the security of those areas and the maintenance of provisions, equipment and furnishings.
- Ensure the smooth running of the Student Cafeteria, maintaining service standards, presentation, HACCP and cleanliness of the Pantry and servery areas.
- Ensure smooth running of internal and external events.
- Create and embed standardised room set up for meetings and seminars, including AV set up.
- Ensure that all areas are kept clean and tidy including store rooms and cupboards within meeting rooms.
- Maintaining Front of House function sheet accuracy, train the team to utilise this resource as well as being adaptable to short notice changes.
- Ensure AV equipment is correctly maintained, stored and allocated. Liaise with IS&T for equipment servicing and make recommendations for equipment improvements.
- Responsible for the upkeep of Pantry service equipment such as lifts, glasswashers, coffee machines, juice dispensers etc...
- Ensure all Pantry equipment is cared for, undertaking bi-monthly equipment stock takes and being proactive in recovering equipment from around the College.
- Uphold College rules and ensure the correct behaviour and ambience is maintained during events, especially student dinners and Formal Halls
- Become accomplished with all Catering IT systems and train other team members to make the most of these tools, becoming self-sufficient and an ambassador of their use.
- Become a champion for sustainability within the Catering Department, working with the kitchen and Catering Manager to improve the College’s sustainability.
- Be passionate about food service, following food sector trends and ways of working to implanting change where appropriate.
Communication
- Ensure effective communication between the Catering Management Team/Office, the Pantry team, the Kitchen and other members of College as well as ensure team members attend briefings as needed.
- Liaise with the Catering Manager, Head Chef and other team members in relation to menu suitability and the appearance, quality, and temperature of food.
- Maintain strong communication with the President regarding all aspects of Fellows’ lunching and dining, and facilities in Senior Combination Rooms.
- Maintain strong communication with the Food & Wine Steward regarding all aspects of Fellows’ wines.
- Hold team meetings and 1-2-1 meetings with the Pantry team as appropriate.

Management of Staff
- Create staff rosters based on business needs and in line with agreed levels.
- Plan events well in advance and foster a pro-active mentality for the whole team to succeed.
- Ensure all staff have robust ongoing training programmes ensuring that all staff potential is unlocked and developed.
- Maintain a positive and collaborative work environment with the Kitchen, Bar and Admin team, working as one team to deliver exceptional hospitality.
- Organise function briefings prior to events, ensuring all staff involved with an event have full knowledge.
- Liaise directly with College members and clients prior to events running where appropriate.
- Empower staff and delegate as appropriate to allow them to reach their full potential.
- Responsibility for the correct completion of team member paperwork and updating online systems.
- Undertake Annual performance reviews, set performance objectives and maintain Personnel Development Plans for all team members.
- Maintain staff uniform records, ensuring the team present themselves to agreed levels and appropriate to the College.

Financial Responsibility
- Maintain Pantry purchasing within the agreed budgeted levels while ensuring best value is achieved.
- Ensure staffing levels are maintained at agreed levels to minimise overtime and agency use, while focusing on team wellbeing and staff morale.
- Responsible for administration of payroll documents and timekeeping system authorisation.
- Compile and deliver monthly department summary documents drawing data from various systems.

Health and Safety/ Training
- Ensure all aspects of the Allergen Policy and Allergen Procedure Guide are always upheld, immediately reporting any deviations of policy whilst making recommendations for improving those procedures.
- Responsible for ensuring all Pantry Team members have access to and are trained on the College Allergen Procedure Guide and allergens are maintained as a key priority within the department.
- Work with the Kitchen Team to 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.
- To identify areas of risk, completing Risk Assessments and implement the control measures identified. Whilst ensuring all team members have access to and are certified as understanding those Risk Assessments
- Responsible for department Health and Safety including, food hygiene, health and safety and fire safety. These procedures are to be regularly monitored and updated in order to achieve best practice.
Fellows’ Wine Cellar
- Oversee the operation of the Fellows’ Wine Cellar [in collaboration with the Food & Wine Steward], including physical movement of stock, accurate stock recording, assist with the management of the database and annual stock reconciliation.
- Sale of wines, including face-to-face sales in Pantry, telephone and email sales to Fellows and alumni, to include the issuing, use and charging of wine.
- Ensure that suitable wines are served at regular High Table dinners.
- Undertake wine training to develop own knowledge when requested as well as deliver training to the Pantry team to ensure sufficient knowledge within the team.
- Work with the Food and Wine Steward to facilitate modernisation within Fellows’ wine cellar operations.

Pantry Wine Cellar
- Oversee the Pantry Wine Cellar and take responsibility for Cellar holdings, ordering and monthly stock takes.
- Undertake wine list reviews, sourcing new wines, create menu pairings and costings.

College Silver
- Ensure that College Silver is kept secure, is issued and put away at designated College Feasts and special events, and that it is kept clean and in good order [in collaboration with the Keeper of the College Plate].

Other
- The College Butler is expected to be present at all major College events and other important occasions as stipulated by the Catering Manager.
- Ensure the winding and maintenance of College clocks in Senior Combination Rooms.
- It is expected that the College 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>Section</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| **Education/Qualifications** | • High level of spoken and written English.  
• Strong ability to communicate to a wide variety of people.  
• Level 2 Food Hygiene certificate  
• Track record of working with fine wines and good wine knowledge. | • Level 3 Food Hygiene certificate  
• WSET level 2 or above  
• Experience of overseeing wine cellars.  
• NVQ level 3 Hospitality Supervision or equivalent |
| **Knowledge/Experience** | • Proven track record of managing a team.  
• Proven track record of working in a busy and quality focused Catering establishment.  
• Evidence of planning and managing large events  
• Commercial awareness within the food and hospitality sectors  
• Evidence of working and communicating with a broad range of people and social standings. | • Evidence of creating and delivering department projects such as implementing new EPOS systems.  
• Experience of working in a Cambridge College or catering environment with traditional customs |
| **IT Skills** | • Sound workable knowledge of Microsoft packages  
• Experience of maintaining and using an Epos System.  
• Experience of using a function booking system. | • An understanding of the use of social media accounts.  
• Experience with Uniware as a user.  
• Experience with Kinetics |
| **Skills** | • Service and wine skills  
• Leadership, organisational and planning skills  
• Innovative and proactive approach  
• Ability to work under pressure and to meet deadlines | • Strong interest in food and current food trends  
• Ability to build social media engagement |
| **Personal Qualities** | • Clean and tidy appearance.  
• Flexible attitude to working patterns.  
• Trustworthy.  
• Prepared to work additional hours when required.  
• Strong attention to detail |  
| **Physical/Special Requirements** | • Some of the College buildings date from the 1300s, involving access to basements or upper floors via stairs, which can be narrow and/or steep. |  

College Butler - Food Services Manager 2022
This job description will be reviewed periodically when additions and amendments may be made.