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’ weekday buffet lunch and High Table dining 4 nights a week.
- Ensure the Fellows’ Common Rooms are kept in good order, to ensure the security of those areas and the maintenance of provisions, equipment and furnishings in those areas.
- 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.
- Maintain and develop room set up standards for meetings and seminars.
- Maintaining Front of House function sheet accuracy, train the team to utilise this resource as well as being adaptable to short notice changes.
- Maintain College AV equipment ensuring it is stored correctly and allocated, refer for 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.
- 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’ dining, and facilities in the Fellows’ Common rooms.
- Maintain strong communication with the Food & Wine Steward regarding all aspects of Fellows’ wines.
- Interact with the Fellows in a discreet and appropriate manner to understand individual requirements, such as dietary restrictions.
Hold team meetings and 121 meetings with the Pantry team as appropriate.

Management of Staff

- Create staff rosters based on business needs, in line with agreed levels while considering staff welfare and work/life balance.
- Plan events well in advance and foster a proactive mentality for the whole team to succeed.
- Ensure all staff have robust training programs both on joining the College but also throughout their time working at the College, 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.
- Supervise the front of house team during functions.
- 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, issuing and ordering where necessary whilst ensuring agreed grooming and uniform standards are maintained.

Financial Responsibility

- Maintain Pantry purchasing within the agreed budgeted levels.
- 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.

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, COSHH and fire safety. These procedures to be regularly monitored and updated in order to achieve best practice.

fellows Wine Cellar

- Oversee 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 appropriate College Feasts and special events, and that it is kept 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 stipulated by the Catering Manager.
- Ensure the winding and maintenance of College clocks in Fellows’ Common Rooms.
- It is expected that the College Butler will carry out any other appropriate duties requested by the College from time to time.

Health and Safety
- All staff must adopt a responsible and proactive attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

College Staff Values
- To uphold the College Staff Values: Excellence, Collaboration, Respect and Creativity.

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

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<tr>
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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Education/Qualifications</td>
<td>• High level of spoken and written English.</td>
<td>• Level 3 Food Hygiene certificate</td>
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<td>• Strong ability to communicate to a wide variety of people.</td>
<td>• WSET level 2 or above</td>
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<tr>
<td></td>
<td>• Level 2 Food Hygiene certificate</td>
<td>• Experience of overseeing wine cellars.</td>
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<td></td>
<td>• Track record of working with fine wines and good wine knowledge.</td>
<td>• NVQ level 3 Hospitality Supervision or equivalent</td>
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<td>Knowledge/Experience</td>
<td>• Proven track record of managing a team.</td>
<td>• Evidence of creating and delivering department projects such as</td>
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<td>• Proven track record of working in a busy and quality focused Catering</td>
<td>implementing new EPOS systems.</td>
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<td></td>
<td>establishment.</td>
<td>• Experience of working in a Cambridge College or catering</td>
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<td>• Evidence of planning and managing large events.</td>
<td>environment with traditional customs</td>
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<td>• Commercial awareness within the food and hospitality sectors.</td>
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<td></td>
<td>• Evidence of working and communicating with a broad range of people</td>
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<td></td>
<td>and social standings.</td>
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<td>IT Skills</td>
<td>• Sound workable knowledge of Microsoft packages</td>
<td>• An understanding of the use of social media accounts.</td>
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<td>• Experience of maintaining and using an Epos System.</td>
<td>• Experience with Uniware as a user.</td>
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<td>• Experience of using a function booking system.</td>
<td>• Experience with Kinetics</td>
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<td>Skills</td>
<td>• Service and wine skills</td>
<td>• Strong interest in food and current food trends</td>
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<td>• Leadership, organisational and planning skills</td>
<td>• Ability to build social media engagement.</td>
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<td>• Innovative and proactive approach</td>
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<td>• Ability to work under pressure and to meet deadlines</td>
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<td>Personal Qualities</td>
<td>• Clean and tidy appearance.</td>
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<td>• Flexible attitude to working patterns.</td>
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<td>• Trustworthy.</td>
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<td>• Prepared to work additional.</td>
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<td>• hours when required.</td>
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<td>• Strong attention to detail</td>
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<td>Physical/Special Requirements</td>
<td>• Due to the age and layout of the college, there are a number of steep</td>
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<td>staircases and areas of restricted access.</td>
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This job description will be reviewed periodically when additions and amendments may be made.