

## Job Description

Job title	Food & Beverage Manager
Department	Front of House, Catering
Reports to (Position Title)	Head of Catering

*This document outlines the output and key accountabilities required of the post holder, as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

## Purpose of the role

The Food & Beverage Manager will lead the Front of House team to deliver an excellent customer experience within an agreed budget.

## Background information

Based at	Gonville and Caius College, Cambridge
Hours of work	40 hours per week, 5 days out of 7 (including weekends and evenings)
Contract type	Permanent, Full Time
% FTE	1.0 FTE
Qualifications	<ul style="list-style-type: none"> <li>• Food Safety Level 2 (desirable)</li> <li>• Health &amp; Safety Level 2 (desirable)</li> <li>• Food allergen training (desirable)</li> <li>• WSET qualification (desirable)</li> </ul>
Key skills	Excellent interpersonal and management skills, positive and professional attitude, effective problem-solving skills, excellent attention to detail and have a desire to continually look for opportunities to improve the service.
Work experience	Proven experience in restaurants, hotels and/or Colleges at a managerial level would be highly desirable. Good knowledge of food services is essential.
Budget Responsibilities	Some budget responsibilities.

Main duties and Responsibilities	Time / Frequency
• To manage all Front of House staff, including permanent and casual workers (excluding Fellows' Butlers).	Daily
• Support the Fellows' Butler in providing efficient service at feasts and High Table.	Daily
• To recruit permanent and casual staff, following the procedures laid down by the HR Department.	Daily
• Manage staffing rotas according to demand, staying within budget.	Daily
• Manage department allocated budget.	Daily

Main duties and Responsibilities	Time / Frequency
<ul style="list-style-type: none"> <li>To ensure that all Front of House staff both Permanent, Casual and Agency are appropriately trained in all types of services provided by developing training tools, SOPs, and training schedules.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Ensure that all health &amp; safety, food allergen policies and food hygiene standards are in place, understood and strictly followed at all times directly and via direct reporting lines.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To ensure that maximum efficiency is achieved from all staff in the waiting services team to reduce the need for casuals and agency.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To manage the overall preparation for, and service at, lunches, dinners, conferences and receptions for Fellows and external events, carried out in liaison with the Fellows' Butler, conference manager/office and the Head Chef.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Oversee the proper management of the Colleges Bars &amp; Café, ensuring correct running in accordance with college standards &amp; licensing laws &amp; proactively engaging with the offering.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To staff and manage conference events, acknowledge regular guests, and build relationships with all guests, train all waiting staff on the same principles</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To conduct the following in a timely manner in relation to staff management:               <ul style="list-style-type: none"> <li>o Inductions</li> <li>o Appraisals</li> <li>o Probation</li> <li>o Flexible working requests</li> <li>o Discipline and grievance</li> <li>o Absence management</li> <li>o Return to work interviews</li> <li>o Anything else as reasonably required</li> </ul> </li> </ul>	Daily
<ul style="list-style-type: none"> <li>Ensure Senior direct reports are performing duties by holding regular monthly meetings.</li> </ul>	As required
<ul style="list-style-type: none"> <li>Pro-actively manage staffing challenges together with direct reports.</li> </ul>	As required
<ul style="list-style-type: none"> <li>Be responsible for equipment purchases and maintenance issues for all front of house areas, liaising with Head of Catering on any major purchase needs.</li> </ul>	As required
<ul style="list-style-type: none"> <li>Ensure all stock takes are performed by direct reports such as Bar, Front of House, Linen etc.</li> </ul>	As required
<ul style="list-style-type: none"> <li>Have a hands-on approach to services and undertaking duties of waiting service when required.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To deputise for Head of Catering.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To be present as required at major College functions.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To carry out any other duties as required by the Head of Catering.</li> </ul>	As required

**FURTHER REQUIREMENTS & INFORMATION RELEVANT TO THE ROLE**

Additional role requirements	Yes	No
DBS check		x
Lone working	x	
Manual handling	x	
Working at height	x	
Uniform required		x

Training requirements	iHasco ID	Duration	Yes	No
Anti-Bribery	113	29	x	
Bullying and Harassment for Managers	414	30	x	
COSHH	628	26	x	
Cyber Security Awareness	6428	39	x	
Display Screen Equipment	2571	32	x	
Equality, Diversity & Inclusion	3874	60	x	
Fire Awareness	415	30	x	
Food Allergy Awareness	415	30	x	
Food Safety & Hygiene (Level 3)	2161	180	x	
GDPR UK: Essentials	3627	38	x	
HACCP Level 2	1109	35	x	
Health & Safety for Managers & Supervisors	209	43	x	
Manual Handling	471	35	x	
Personal Protective Equipment (PPE)	2613	38	x	
Prevent Duty	405	22	x	
Slips, Trips & Falls	1913	30	x	
Working in Licensed Premises	306	60	x	
Working at Height	1078	39	x	

**Team Responsibilities**

- Participate in team meetings when required.
- Share ideas for improvements.
- Help other employees when you have spare capacity or time.
- Help cover staffing shortfalls when required.
- Help to keep the department calm by working well and showing consideration for others.

*This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.*

**Health and Safety**

All employees must adopt a responsible 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.

## Continuous Professional Development

Caius is supportive of continuous professional development and opportunity for training and development will be provided.

### Person Specification

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<b>Department</b>	Front of House, Catering
<b>Reports to (Position Title)</b>	Head of Catering

	Criteria	Essential/ Desirable	Assessment Method: A = Application I = Interview T = Test
<b>Qualifications and training</b>	• Qualification in Food Safety (Level 2)	D	A
	• Qualification in Health and Safety (minimum Level 2)	D	A
	• Food Allergen certificated training	D	A
<b>Knowledge, skills and proven abilities</b>	• 2 years' previous experience required at a similar level or ideally in an environment of volume catering	E	A/I
	• Previous experience of managing a large team	E	A/I
	• Ideally hold a valid personal liquor licence	D	A/I
	• Knowledge of wines and spirits	E	A/I
	• Experience in food services	E	A/I
	• Ability to manage and support a large team	E	I
<b>Behaviours</b>	• Self-motivated	E	I
	• Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff	E	I
	• Positive and professional attitude	E	I
	• Effective problem-solving skills	E	I
	• High degree of creativity and resourcefulness	E	I
	• Able to maintain confidentiality	E	I
	• Excellent attention to detail	E	A/I
	• Desire to continually look for opportunities to improve the service	E	A/I
	• Willingness to work flexibly to meet the demands of the role	E	I

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