EMMANUEL COLLEGE

JOB DESCRIPTION

JOB TITLE: DEPUTY FRONT OF HOUSE MANAGER

JOB OBJECTIVES: To support the Front of House function and deputise for the Front of House Manager, in their absence, with management and running of the front of house staff and functions within the Catering Department to ensure an efficient professional standard of service.

RESPONSIBLE TO: The Front of House Manager.

RESPONSIBLE FOR: The management of the front of house service in the absence of the Front of House Manager and, alongside the Front of House Manager, all staff employed within the front of house, including the Hall, High Table and Cafeteria and casual staff, along with service to the public rooms.

MAIN DUTIES:

Using own initiative to be instrumental in supporting the Front of House Manager in the delivery of excellent food service throughout the College, such as High Table, Hall, Upper Hall, and public rooms. To act as the first point of contact for all front of house functions and staff in the absence of the Front of House Manager. Leading by example and always acting in a courteous, professional manner, ensure the overall effectiveness and efficiency of the front of house service.

This role is allocated a variety of duties including the following:

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Supervise the delivery of food service at all College venues including High Table and prestigious dinners whilst ensuring compliance with all relevant standards including food hygiene and health & safety.

2. In liaison with the Front of House Manager implement and maintain high standards of service in all aspects of food & beverage and hospitality provision throughout the College in accordance with the SOP.

3. Provide support to the Front of House Manager and ensure that any duties required to enable the smooth running of events are carried out effectively and professionally.

4. Ensure the highest standard of customer service is offered at all front of house events by consistently monitoring, anticipating and reacting to customer needs in order to achieve maximum guest satisfaction at all College events.

5. Liaise with clients during events, anticipating their catering needs through effective communication and ensuring that all changes are communicated to the team.
6. Act as first point of contact for High Table guests and Fellows.

7. Manage, delegate, and supervise all Food Service Supervisors, Food Service Assistants, and casual Catering Assistants within the department to always promote the achievement of the highest standard of service.

8. Supervise and assist with all forms of room preparation and food service delivery, including laying correct table settings for all functions and excellent presentation of all cutlery and crockery. Demonstrate an accurate working knowledge of the correct service of beverages and all menus to comply with the College SOP.

9. Contribute to the effective personal development of Food Service Supervisors, Food Service Assistants and casual Catering Assistants to ensure correct standards are maintained. In liaison with the Front of House Manager monitor, guide and direct the work of the front of house team providing training and one-to-ones as necessary.

10. Motivate and instil a positive team work ethic with all front of house staff to a level that exceeds minimum requirements and foster a team-based working atmosphere that creates a productive respectful and harmonious workplace.

11. In the absence of the Front of House Manager, liaise with the College Wine Steward to ensure the appropriate wines are made available at College functions and with the Head Chef to ensure correct crockery and cutlery is available for all different functions within college.

12. In liaison with the Front of House Manager ensure that staffing arrangements are configured to meet the operational requirements of the business. This includes: the management of staff rotas; the employment of casual staff to ensure that appropriate standards of service are maintained; ensuring costs are controlled, and compliance with relevant legislation including monitoring staff working arrangements, the Working Time Directive and other relevant legislation.

13. Report any accidents, fire, loss, damage, unfit food, crockery/glassware breakages, broken equipment, or premises degradation to the Front of House Manager to enable repair or replacement.

14. In the absence of the Front of House Manager liaise with the Head of HR to ensure that correct procedures, consistent with College policies are adhered to in all personnel related matters throughout the front of house, including any Grievance or Disciplinary matters and the legislative requirements in relation to the appointment of casual staff.

15. Demonstrate flexibility and willingness to work as part of a team and to lead by example with both colleagues and other departments.

16. Observe the College Health and Safety Policy, Equal Opportunities Policy, the Computer Acceptable Use Policy, the College Social Media Policy and the College Policy on the application of the General Data Protection Regulations, at all times.

17. Any other duties and responsibilities consistent with the post, arising from its nature and character as may be reasonably requested from time to time, including cover for other team members and team-related tasks.
Person Specification for the Deputy of House Manager:

- The commitment to delivering a high standard of service to all guests of the College.
- Ability to remain calm personality especially under pressure and deal reliably with a variety of problems and challenges as they arise.
- Demonstrate a working knowledge of relevant food Hygiene and Health and Safety policies and practices.
- Excellent Team Leader with an enthusiastic work ethic leading by example and willingness to learn.
- Committed to working with the team to improve services and standards within the department.
- Work with the minimum of supervision and demonstrate excellent time management and organisational skills.
- The ability to maintain self-discipline, a smart dress code, work as part of a team and maintain interdepartmental liaison.
- Clear, professional and concise communicator, at all levels.
- Possess good IT skills, including the ability to use email, the internet, and online databases.
- The ability and confidence to effectively supervise staff and manage a variety of events.
- Flexibility and willingness to work the hours necessary to complete the tasks allocated.