

**Job Description – Catering Services Supervisor**

# Background Information

St. Clare’s, Oxford is an international, coeducational college with a mission “To advance international education and understanding”, something it has been doing successfully since its foundation in 1953.

The mission is integral to the ethos of the college and provides an intellectual and philosophical focus for its activities. There are, for example, students from over 45 countries studying at St. Clare’s, all but a small proportion of whom live in College houses.

St. Clare’s is home to some 350 students and employs approximately 200 people. It operates in the beautiful conservation area of North Oxford, owns 24 buildings and leases four more. The majority of buildings are late Victorian and Edwardian and provide a distinctive atmosphere for study and living. Standards of upkeep are high as are the costs of maintaining plant and buildings. The College has an ambitious development plan to improve the quality of its residential accommodation to a point where it will have some of the best boarding houses in the UK. It has a beautiful library building and attractive gardens.

Candidates are encouraged to spend time looking at the College website on [www.stclares.ac.uk](http://www.stclares.ac.uk) which provides a huge amount of information about its programmes. Even a quick perusal will emphasize the wide range of its course offerings. St. Clare’s is rather more than a conventional “school” and there are, in a nutshell, three business streams, all of which operate under the direction of the Principal.

1. **International Baccalaureate Diploma**

Approximately 235 students follow this internationally-recognized two-year course; the majority of students will continue their studies at universities in this country. A Preparatory IB course is also offered for a maximum of 40 students. All full-time Pre-IB and IB students are housed in College properties within a very short distance of 139 Banbury Road. The College organises IB Teachers’ Workshops at intervals throughout the year and IB Introduction courses during the summer.

1. **Liberal Arts programme**

This caters mainly for American undergraduates who follow a variety of academic courses for one semester, starting in September or January. In addition, tailor-made courses for closed groups are available in January, May and June.

1. **English as a Foreign Language (EFL)**

The College offers a range of EFL courses throughout the academic year (September to mid-June). These include: the **University Foundation Course** and **English plus Academic Subjects,** both of which combine the study of EFL/EAP and academic subjects, and lead to university entrance; and **English for Everyday Use** and **for Examinations**, which boost confidence and offer English qualifications for university and beyond. EFL Short Courses operate every summer between mid-June and the end of August on three separate sites across the city and across three age groups: for students aged 18+; for teenagers aged 15-17; for juniors aged 10-15.

The College is in a strong financial position based on successful recruitment of students in all its courses; recruitment has been particularly successful for the IB programmes and for Summer Courses.

The College is proud of its liberal traditions and the warm and friendly relationships which are at the heart of its ethos. As a place to work, there is a strong emphasis on working in a collegial way.

Governance

St. Clare’s, Oxford is an educational charity incorporated as a company limited by guarantee. It is governed by a board of 12 trustees. Day-to-day running is overseen by the Senior Management Group, comprising the Principal, the Bursar, the Vice-Principal, the Director of English Language Courses and the Director of Liberal Arts Courses.

Catering

The College provides catering from three locations: the dining hall and kitchen at the Banbury Road site; the Sugar House Café, also at Banbury Road; the dining hall and kitchen at Bardwell Road.

At Banbury Road, students are provided with breakfast between 7:30 and 9:00 a.m.; lunch between 12:00 noon and 1:45 p.m.; dinner between 6:00 and 7:45 p.m., seven days a week. The Sugar House Café provides light snacks, confectionery and hot and cold beverages throughout the day from 10:00 a.m. to 10:00 p.m. (later in the summer).

At Bardwell Road, the current provision is for lunch between 12:00 noon and 1:45 p.m., with occasional dinners during the academic year. This operation is expanded during the summer courses to include breakfast and dinner.

In addition to the set meals, there are special events, together with internal hospitality that require a varying level of catering.

**Purpose of the role**

* To assist the running of an efficient and student-focused front of house operation in the College’s main dining room and assist in the smooth operating of hospitality.

**Reporting structure**

The Catering Services Supervisor reports to the CSC on a daily basis, but the Chef Manager is the Line Manager.

**Duties & Responsibilities**

1. Assist the CSC in all duties including the day to day supervision of the FoH team and sharing the vision of an efficient and cost effective rota. A key element will be to take the team towards being efficient enough to self-cover in the case of a single absence.
2. Assist the CSC to ensure service standards are improved (where need be) and maintained as appropriate.
3. Liaise with Chef Manager and BoH (Back of House) staff to ensure all aspects of the daily operation are covered and in hand and ensuring that a high level of communication is adhered to and a great deal of emphasis is placed on working as a team.
4. Ensure the servery and dining area are kept to a high standard of presentation and report all faults and suggestions of improvement to the CSC and this includes the appearance and dress code of the staff.
5. Being the contact point for on the day hospitality (in the CSC’s absence) and ensuring customer care and service are to the highest possible standards and liaising with the appropriate staff.
6. Whilst this position is strongly based at the Banbury Road main site, cooperation and assistance with the Bardwell Road site and the Sugar House café is essential.
7. Develop a strong and positive professional relationship with students in particular and also staff on a daily basis.
8. Any other reasonable requests from CSC, Chef Manager, CCSM or Senior Management.

**Person Specification**

*The successful applicant will have demonstrated the following essential* ***(E)*** *or desirable* ***(D)*** *skills and experience:*

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| **Education and Qualifications** |
| * A high level of food safety and general health and safety qualifications **(D)**
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| **Knowledge and experience** |
| * Proven success with organising and coordinating both formal and informal events **(D)**
* Direct experience of counter service and banqueting **(E)**
* Proven experience of setting rotas, ordering goods and services, hospitality costing’s and other general administration tasks. **(D)**
* The ability to communicate clearly and effectively with a wide range of people **(E)**
* Excellent communication and interpersonal skills **(E)**
* A good understanding of modern food trends **(E)**
* Experience of using an online procurement system **(D)**
* Some experience of Outlook, Word and Excel **(D)**
* Proven experience of prioritising workload and meeting deadline/ targets **(D)**
* Proven experience in a similar establishment, which caters for large numbers **(E)**
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| **Personal skills and attributes** |
| * Driven, hardworking and enthusiastic individual who pays close attention to detail **(E)**
* Efficient and conscientious **(E)**
* Passionate about their career **(E)**
* Strong organisational and time management skills; IT literate **(E)**
* A high level of customer focus **(E)**
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**Outline Terms and Conditions**

1. This is a full time position, 37.5 hours a week. Flexibility is essential. This position will require regular evening and weekend work.
2. The annual salary will be £16,526 per annum. Salaries are reviewed in September each year. Overtime maybe required from time to time by prior agreement with the CCSM.
3. The probationary period is six months, during which time there is a one week notice period on either side. Thereafter notice is one month on either side.
4. Holiday entitlement is 17 working days per year, plus normal public holidays and the period over Christmas when the College is closed.
5. Work on a number of bank holidays will be needed, with time off in lieu (the College is usually open for all such public holidays except those at Christmas and the New Year).
6. A contributory pension is offered through the College’s group personal pension scheme or an existing personal pension scheme. In all cases the employer pays double the contribution of the employee, up to a maximum of 10% of gross salary. Employee contributions above 5% may be made but do not attract employer contribution.
7. Death-in-service benefit is four times annual salary.
8. A free lunch is provided in the College dining room or The Sugar House café when meals are being provided for students.
9. The College operates a childcare voucher scheme.

### References and checks

All offers of employment and contracts are issued subject to satisfactory references and satisfactory outcomes on completion of all necessary checks, including criminal records and establishing the right to work in the UK. In some cases some or all of these checks will have been undertaken before an offer is made. Taking up employment will be subject to the satisfactory completion of all necessary procedures.

Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Safeguarding Children and Safer Recruitment in Education) and undertake additional checks on all employees:

* Full written references, and phone references on quoted referees, including current employer, may be obtained before or after interview. On occasion, further information may be sought in writing, by phone or by other means. By providing details of previous employment, it is assumed that the employee/prospective employee has given consent for this contact, and no specific consent of the employee/prospective employee will be sought. You should indicate specifically if you wish St. Clare's to refrain from contacting your current employer. References from friends or relatives will not be accepted.
* The College reserves the right to make contact with any previous employer and to make any additional enquiries it considers necessary in order to meet its responsibilities in relation to employment of people working with students who are under the age of 18 or vulnerable adults. This is to establish the reason for leaving the position.
* Police checks / Disclosure and Barring Service checks will also be undertaken, for which employees / prospective employees are required to provide information and consent. A Certificate of Good Conduct is required is you have lived or worked abroad in the last 5 years
* Satisfactory completion of a health questionnaire.

The interview process will include some testing of key attributes.

**How to apply**

Applications must be made using the College’s standard application form which can be found on the College’s website at [www.stclares.ac.uk/Jobs](http://www.stclares.ac.uk/Jobs) Applications should ideally be submitted by email to recruitment@stclares.ac.uk.

Alternatively, send to: Recruitment
 Human Resources Department
 St Clare’s, Oxford
 139 Banbury Road
 Oxford OX2 7AL
 Tel: 01865 552031

**Deadline for applications is 4.30 pm on Monday 9 March 2014**

St. Clare’s, Oxford is a registered charity (No: 294085) for the advancement of international education and understanding