Job Description

Job title: Deputy Food and Beverage Manager
Department: Catering and Conference
Reporting to: Food and Beverage Manager
Responsible For: Front of House Team
Location: Jesus College, Cambridge
Hours: 37.5 Hours per Week, 5 days out of 7 to meet operational needs, mix of day/evening and weekend shifts.
Holidays: 25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.
Salary range: £34,030 – Jesus College Salary Scale Point 29

This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Job summary
The Deputy Food and Beverage Manager will work alongside the F&B Manager to plan the day-to-day delivery of a widely diverse range of food and beverage services in a unique and complex hospitality operation. Jesus College’s catering service has a reputation for respecting tradition whilst providing a modern and exceptionally high-quality front of house service to all internal and external clients and guests of the College. This is a hands-on role where they will engage with our Fellows, Students, Staff and Clients, exceeding their expectations and ensuring all aspects of the customer journey are effectively delivered. They will work very closely with the F&B Manager, the College’s Butler, the kitchen team and the Conference and Events Operations Manager to bring new initiatives and ideas to the dining experience. The Deputy Food and Beverage Manager will deputise for the F&B Manager in their absence.

General Objectives
The Deputy Food and Beverage Manager will assist the F&B Manager with the smooth running of all parts of the food and beverage service for all functions including cafeteria, fine dining, College events, buffet service. They will ensure planned training is delivered; engage with the team to build a can-do attitude; lead by example and built upon the already established flexibility. They will work closely with the F&B Manager to maintain efficient and financially sustainable operations at all times.

Service
- To contribute to and/or conduct team briefings to ensure all Food Service staff are aware of forthcoming functions and daily operational requirements.
- To take a hands role in the planning, preparation and delivery of all front of house catering operations, including fellow and student dining, conferences and events, fine dining, feasts and weddings. Ensure these runs smoothly and to an impeccable high standard of service and customer care.
- To work alongside the Butler to look after the Fellows dining and deputise in their absence.
• To support the review and implement changes to current systems of work and procedures in all operational areas and to maintain and comply with all College and legal requirements, including but not limited to, employment, health and safety, fire and food hygiene legislation.
• Check all aspects of Food Safety and Allergens Policy are always upheld, immediately reporting and investigating any deviations of policy.
• To ensure all catering areas are kept clean, tidy and fully operational; making sure relevant checklists are completed.
• To actively check set up of dining and meeting spaces in college accordingly to function schedule. This work is done in close collaboration with the Conference and Events Operations Manager.
• To support the delivery of all training for permanent and casual team members; ensuring all are following code of conduct as part of their work at the College.
• To get involved as a working team member, leading the team and driving standards from the front. This is especially important during the planning and the delivery of major College events.
• To complete sales record, run dining bookings report daily.
• To support show rounds led by the sales and events team as required; offering input on the best way of delivering catering.

Management of Staff
• To support the Food & Beverage Manager to lead an effective team, assuming managerial responsibilities in their absence.
• To prepare, brief and issue relevant duties to the team; liaise effectively with the kitchen, operations team and conference office daily as required.
• To support the Food and Beverage Manager with staff roster, address these to make sure they meet operational demands whilst being mindful of the need to control staffing costs; following agreed ratio will be key.
• To assist the Food Services Manager to lead, motivate, encourage and inspire the team, promoting the principles of good teamwork.
• To assist with the induction and ongoing training of new staff to the team; offer appropriate guidance and support to junior team members.
• To take part in staff reviews as required.

Legal compliance:
• To make sure compliance with statutory and College Health & Safety, Food Safety Management systems and Allergen policies/regulations are maintained at all times.
• To proactively liaise with the kitchen to ensure all allergens information available on the different communication platform are accurate at all times; to be responsible to check/change them as required.
• To ensure all Personal Hygiene Standards, Health, Safety and Security regulations are always adhered to, this includes the College fire safety procedures and COSHH regulations; report any faults or infringements of these procedures or act immediately where appropriate to correct them.
• To uphold the department’s Food Safety Management System; ensure all serving, preparation and storage areas are kept clean and tidy at all times.

Stock
• To management and control of all stock held within the front of house operation ensuring stock is properly rotated and goods purchased as required.
• In collaboration with the F&B Manager, Wine Cellar Manager manage the cellar and wines stock. Control the cellar, wines management and record of consumption – this work is done in collaboration with the wine supervisor.
Communication
- To support the F&B Manager in maintaining effective and constructive communications with all departments in the Catering and Conference Department and with other departments within the College.
- To undertake Duty Manager Shift’s, ensuring the highest level of customer service is delivered from guest arrival through to departure, including compliance with all company legal requirements (employment, health and safety, fire, food safety).
- To liaise very closely with all the other catering and conference team members making sure all information, function sheets, handover documents are accurate and available at all times.
- To monitor industry trends in order to proactively develop the catering product including – food, space, furniture and technology to ensure Jesus College conference and catering is a leader in its field.
- To attend meetings, key industry events and take an active role with our external partners such as VoE, MIA, HBAA, MC when necessary.

Person Specification

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Education/Qualifications</td>
<td>• Educated to GCSE level or equivalent including passes at English and Maths</td>
<td>• Knowledge of COSHH in a similar environment&lt;br&gt;• Licensing training&lt;br&gt;• WSET wine certification</td>
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<td>• Qualification in Catering/hospitality or equivalent (NVQ 3 minimum)</td>
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<td>• Food hygiene qualification (level 2)</td>
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<td>Experience</td>
<td>• Some experience of leading a team</td>
<td>• Experience of working in a similar College environment&lt;br&gt;• Experience of working in a Conference/Events venue</td>
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<td>• Experience of delivering high levels of customer service</td>
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<td>• Previous use of Kinetics, Uniware including configuration of systems</td>
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<td>Skills</td>
<td>• Fine dining service and wine skills</td>
<td>• Strong interest in food and wines “a foodie”&lt;br&gt;• Experience of using a booking system&lt;br&gt;• Experience of maintaining an Epos system</td>
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<td>• Some experience of Microsoft packages</td>
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<td>Abilities</td>
<td>• Ability to prioritise their work at last minute</td>
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<tr>
<td></td>
<td>• Ability to maintain high levels of service and hygiene</td>
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<td>• Ability to work under pressure and hands on</td>
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• Accuracy and attention to detail
• Willingness to adopt a flexible and collaborative approach to tasks

| Personal attributes | • Smart appearance  
|                     | • Honest and reliable  
|                     | • Polite and friendly  
|                     | • Flexible approach and open to positive change |

Benefits
• Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary
• Membership of a healthcare cash plan
• Free daily staff lunch when in College
• Access to a range of family friendly policies and welfare support services, including maternity coaching
• Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events
• Cycle to work scheme
• Use of the College Gym, Tennis courts and Library

Probation period
• The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be three months’ notice on either side.

Equal Opportunities and Data Protection
• The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity. The College encourages applications from all sections of society.
• The College has a responsibility to ensure that all employees are eligible to live and work in the UK.
• In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.

How to apply
• Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies
• Completed forms along with a copy of your CV and Covering Letter setting out your suitability for this post, must arrive by 12 noon on Monday 8th April 2024. Please send completed forms to the HR team at jobs@jesus.cam.ac.uk.