



St John's College  
Oxford

## **BUTTERY ASSISTANT– Further Particulars**

### **About St John's College**

St John's College is one of the larger colleges within the University of Oxford. Founded in 1555 by Sir Thomas White, the College is a long-established member of the thirty-eight colleges of Oxford University. Like all Oxford colleges, it is an independent, self-governing establishment, which functions both, as an academic institution and as a social and residential centre for its members. The College has around 650 students and 100 Fellows. For further information about the College, please visit our website at [www.sjc.ox.ac.uk](http://www.sjc.ox.ac.uk).

### **Overview of the Role**

At the heart of College, the Buttery is part of the College Hall and responsible for serving breakfast, lunch and dinner to students, Fellows, alumni, College and commercial guests in Hall or other function areas throughout the year, Mondays to Sundays. Meal times currently start with breakfast at 8.00 am, lunch at 12.30 pm, Informal Dinner at 6.15 pm and Formal Dinner at 7.15 pm.

This is a role with varied duties. On a daily basis, the Buttery Assistant will be clearing and setting tables, serving meals and/or drinks and dealing with payments. You may also be asked to assist with College functions. The role will also involve some light cleaning duties.

The post holder will be confident and well presented, with experience of working in the catering industry, in a College, restaurant or hotel, serving food and beverages. He or she will have very good communication and interpersonal skills and be familiar with using IT systems and applications, in particular Microsoft Office applications. An ability to work effectively with others and a flexible attitude towards working hours are essential.

### **Main Duties**

#### Front of House

- Provide welcoming and high-quality hospitality and customer service at all times, serving a wide range of internal and external customers (e.g. Fellows, students, College guests, staff, conference delegates) and meeting dietary requirements
- Lay and clear tables in Hall or functions areas and attend during meal service
- Check and return silver and cutlery after use
- Assist with refreshments for conferences and events around the College site

- Use equipment as directed by Steward of Hall
- Work as a part of a busy team
- Work in other areas of the College when needed. i.e. the Kendrew Café
- Report maintenance requirements immediately to the Steward of Hall
- Be familiar with, and work in accordance with, all College's policies and procedures and comply with all relevant Health and Safety and Food Hygiene regulations
- Ensure appearance is neat and tidy and uniform is worn at all times

#### Cleaning

- Clean relevant areas daily
- Clean silver (including polishing), crockery, cutlery etc. and equipment prior to tables being laid and after service
- Assist with washing glasses, either by hand or by machine

#### Stock

- Assist with ensuring that all deliveries are correctly received, stored and documented appropriately
- Assist with rotating stock at all times

#### Cash

- Operate tills during service
- Adhere to the College's relevant financial procedures

#### Health and Safety

- Ensure that the relevant legislation and College policies regarding hygiene and health and safety are observed at all times
- Ensure the health and safety of students, Fellows, staff, guests and suppliers

#### Security

- Assist with the safekeeping of keys and with ensuring that appropriate security measures are in place to prevent unauthorised access

#### Training

- Attend training courses for relevant qualifications or other relevant areas as and when requested

#### Administration

- Assist the Steward of Hall with administrative tasks as required
- Confidently use all IT systems provided for the work of the Buttery.

This is not an exhaustive list and other duties may emerge as necessitated by changing roles within St John's College.

## **Reporting Structure**

The Assistant reports directly to the Steward of Hall.

## **Key Contacts**

The Assistant will be required to work effectively with other members in College, in particular the Domestic and Conference Manager, the Catering Manager, the Conference and Domestic Assistant, SCR Front of House Manager, the Domestic Stores Manager and the Domestic Supervisor.

## **Personal Documentation**

The selected candidate will be required to present documentation demonstrating the Right to Work in the UK.

## **Selection Criteria**

### Essential

- Experience of working in a similar environment, serving meals and beverages
- Very good oral and good written communication skills (fluency in spoken and written English) and numerical skills
- Excellent interpersonal skills and the ability to deal with people from all walks of life
- Experience of delivering excellent customer service
- Experience of dealing with cash and the reconciliation of monies
- Some experience of working at functions
- Ability to work alone and as part of a team
- Organisation, planning and good time-keeping skills
- Attention to detail
- Ability to remain calm under pressure
- Competency with computer systems and willingness to learn new systems and databases
- Reliability and honesty
- Flexibility regarding working hours (the post holder must be willing to work shifts which include evenings and weekends)
- Physical ability to carry out the requirements of the role, including standing for long periods, carrying and lifting
- Smart and well-presented and high standard of personal hygiene
- Positive attitude and taking pride in your work

### Desirable

- Interest in food and/or drink
- Basic Food Hygiene Certificate holder

- Educated to City and Guilds or NVQ level 2 in Food and Beverage Service or equivalent qualification and/or experience
- Awareness of the health and safety legislation, COSHH, and of working to standards
- Experience of evening work
- Experience of working in a similar environment

## **Terms and Conditions**

**Salary:** £18,657,60, which equals an hourly rate of £9.20.

**Working Hours:** Basic working hours are 39 hours per week as rostered. The roster will be issued by the Steward of Hall.

The Assistant will work in the Buttery and other areas of the College as requested by the Steward of Hall, depending on the business needs. He/she must be prepared, on occasion (this includes weekends), to work extra hours for special functions. However, this availability will be shared with the other Buttery staff.

**Holidays:** Annual leave entitlement is 29 days, which includes 8 public bank holidays, 10 fixed days during the College close-down period and 5 fixed days of closure at Christmas. Bank holidays that fall within term time may need to be worked, for which time off in lieu will be given. The holiday year runs from 1 January to 31 December. Holidays must be agreed with the Steward of Hall.

**Uniform:** A uniform will be provided.

**Pension:** As an employee of St John's College you will automatically be enrolled into the St John's College Staff Pension Fund with effect from the first day of your employment, subject to the trust deed and rules governing the scheme from time to time. Contributions will be payable in equal monthly instalments in arrears. Your contributions shall be made by way of deduction from your salary.

**Probationary and Notice Periods:** The appointment is subject to satisfactory completion of a six-month probationary period, during which time the notice period will be one week on either side. Once the appointment has been confirmed, the notice period on either side will be:

- (a) After the initial probationary period, and up to four years' service – one month
- (b) For each full year of continuous service after four years' service – not less than one week for each continuous year of service, up to a maximum of twelve weeks' notice.

**Meals:** The post holder is entitled to a free meal in Hall on days when working at the College site (except when the kitchen is closed).

## **Application Procedure**

If you consider that you meet the selection criteria, please send your application consisting of a covering letter explaining your suitability for the post and a full CV with your complete

education and employment history, preferably by email, to [vacancies@sjc.ox.ac.uk](mailto:vacancies@sjc.ox.ac.uk), or by post to Mrs Amanda Armstrong, College Office, St John's College Oxford, St Giles, OX1 3JP.

Your application should arrive no later than noon on Friday 15 December 2017.

Please state the names, addresses and telephone numbers of two people who are prepared to give you a reference for this position. Referees should be people who have direct experience of your work through working closely with you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Please indicate whether we can contact them at this stage.

If your application is successful your appointment will be subject (i) to the provision of an original document which indicates your right to work in the UK, and (ii) the completion of an initial probation period.

Interviews are planned to be held in the latter half of the first week in January 2018.

### **Equal Opportunities Statement**

St John's College is committed to providing equality of opportunity and avoiding unlawful discrimination. The policy and practice of the College require that all staff are afforded equal opportunities within employment and that entry into employment with the College and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases the ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her sex, marital status, sexual orientation, racial group, age or disability.

### **Data Protection**

All data supplied by candidates will be used only for the purpose of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the College's Data Protection Policy and recruitment monitoring process.