



# JOB AND PERSON DESCRIPTION

DARWIN COLLEGE

CAMBRIDGE - CB3 9EU

Registered Charity Number 1141105

## JOB DESCRIPTION

|                     |  |
|---------------------|--|
| <b>Job title:</b>   | Front of House Manager                   |
| <b>Department:</b>  | Catering                                 |
| <b>Job purpose:</b> | Manage Front of House services and team. |

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| <b>Specific duties:</b> | <p><b>Management</b></p> <ul style="list-style-type: none"><li>• Manage the Front of House (FOH) team of staff to provide excellent levels of service and event management.</li><li>• Take responsibility for all dinners, Formal Halls, College, and external dining events.</li><li>• Be responsible for FOH rotas and their financial impacts.</li><li>• Manage the workplace environment specifically including behaviours at work to accepted standards as set out by the College.</li><li>• Report sales activities on a weekly basis.</li><li>• Report to the Catering Manager weekly on FOH issues and actions required.</li><li>• Arranging weekly meetings with staff who report to you and plan any, and any on-going, training requirements.</li><li>• Liaise with the kitchen and café to ensure consistency in levels of service are maintained and all relevant staff are up to date with event information.</li><li>• Identify, improve, and implement improvements required in FOH areas.</li><li>• Organise FOH cleaning schedules, audits, and their updates.</li><li>• Attend weekly staff meetings and occasional Heads of Department meetings.</li><li>• Supporting the Head Chef in food safety controls are in place and implemented to our high standards.</li><li>• Maintain equipment required for dinners such as, but not limited to, glassware, cutlery, linen etc</li></ul> <p><b>Administrative</b></p> <ul style="list-style-type: none"><li>• Take an active role in communicating with users of the catering services, advising on menus, wine choices, and event planning through emails, in person meetings and phone calls.</li><li>• Print menus, event signs and table plans for events when required.</li><li>• Plan training for FOH staff with the Catering Manager and maintain training records.</li><li>• Ensure relevant FOH Health &amp; Safety standards are maintained and monitored.</li><li>• Maintain wine cellars including movement, stock sheets and stock control.</li><li>• Carry out tasks requested by the Catering Manager as and when required.</li></ul> |
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|                         |   |
|-------------------------|---|
| <b>Works with:</b>      | <ul style="list-style-type: none"><li>• Catering Manager, Head Chef, Café Supervisor,</li></ul> |
| <b>Responsible for:</b> | <ul style="list-style-type: none"><li>• Front of House staff</li></ul>                          |
| <b>Responsible to:</b>  | <ul style="list-style-type: none"><li>• Catering Manager</li></ul>                              |

## PERSON DESCRIPTION

|                              | <b>Essential:</b>   |  |
|------------------------------|---|--|
| <b>Qualifications:</b>       | <ul style="list-style-type: none"><li>• Food safety</li></ul>   |  |
| <b>Experience:</b>           | <ul style="list-style-type: none"><li>• Management experience</li><li>• Works with-in the hospitality service industry.</li></ul>   |  |
| <b>Skills:</b>               | <ul style="list-style-type: none"><li>• Able to motivate and manage a team to high levels of customer service.</li><li>• Good IT skills, (MS Office, Outlook, in-House systems, such as POS and event bookings)</li><li>• Good customer service, communicator, and the ability to deliver and exceed customer expectations.</li><li>• Able to respond to changing circumstances and react positively to the unexpected.</li></ul> |  |
| <b>Special requirements:</b> | <ul style="list-style-type: none"><li>• Weekend and evening working on a rota basis.</li></ul>  |  |

## REVIEW

*These job and person descriptions are non-contractual*

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| <b>Current incumbent:</b> | New Post |
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**Reviewed by Head of Department:**

**Signature:**

**Name: Ivan Higney**

**Date: 6<sup>th</sup> March 2024**