The College

Hertford is one of the larger Oxford colleges, with roughly 650 students, two-thirds of whom are undergraduates. It traces its roots back to the late thirteenth century as Hart Hall, through several incarnations and a period as Magdalen Hall, to the present day Hertford College which was refounded in 1874.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty-three Governing Body fellows, the majority of whom are involved in undergraduate teaching. In addition, over thirty lecturers supplement teaching provision, and around 100 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over fifty years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

The Role

The primary responsibility of the College Butler is the provision of catering and associated services to the College’s Senior Common Room (SCR), including support for the Cellarmaster with the administration of the SCR wine cellar. Secondary responsibilities include management of the Buttery wine cellar, and maintaining the College’s collection of historic silverware. They will also play a supporting role for the wider College catering function through their ability to lead by example, acting as a champion for excellence, in relation to fine dining and service.

The College Butler will report directly to the Head of Catering Services, taking direction from the SCR Steward for SCR services. They will be expected to work closely with the Head Chef (responsible for the Kitchen brigade), the Front of House Manager (responsible for the main hall service), the Events Coordinator, and College Heads of department as required.
Specific Responsibilities

SCR Service Management

The College Butler will oversee the smooth running of Senior Common Room service, and any compliance with regulations applying to such activities. They will:

- Oversee the provision of all catering provided to the SCR.
- Lead service at SCR Guest Nights (once or twice per week during term) and other significant SCR events.
- Maintain service provision to the SCR rooms, ensuring that the facilities are kept in excellent condition and are fully stocked.
- Liaise with the SCR Steward on matters related to fellows’ dining.
- Assist the Cellarmaster with the management of the SCR wine cellars, ensuring accurate record-keeping and effective procurement processes are maintained.
- Acquaint themselves with the tastes, demands and requirements of individual fellows.
- Maintain a focus on standards, identifying and implementing improvements to SCR service where required.

The College Butler will have operational responsibility for the management of staff assigned to work within their areas of responsibility.

They will be expected to take the initiative while on duty to resolve non-routine problems, liaising with relevant departments and managers as required.

College Services

The College Butler will:

- Manage the College’s collection of historic silverware, maintaining records and arranging for cleaning and repair as necessary.
- Manage the Buttery wine cellars
- Lead front of house service teams at prestigious College events, such as the annual John Donne dinner (alongside providing personal service to SCR attendees).
- Establish and maintain relationships with College Officers and members of the College community.
- Provide a lead role in providing guidance and vocational training for junior staff in relation to dining service practices and standards.
- As a senior member of the Catering team, assist the Head of Catering Services in developing plans for the enhancement of College catering facilities and services.
Compliance & Best Practice
The College Butler will be responsible for operational Health and Safety compliance within their area. They will ensure that staff practices and working areas are compliant with all relevant legislation, ensuring that all risk assessment and CoSHH documentation relating to their activities are kept up-to-date. They will be expected to keep abreast of legislation (including upcoming legislation) affecting their areas of operational responsibility (areas such as hygiene, allergens, etc.).

General
The College Butler is a senior position: consequently, it will be expected that the post-holder will be asked to undertake such reasonable management duties as are required and directed by the Head of Catering Services, within the remit of front-facing catering operations.

The Person
The College Butler will hold direct responsibility for the successful delivery of all catering activities conducted under their management and supervision. They will be meticulous and exacting at all times in their approach to catering, leading by example and establishing clear expectations across the broader front of house team. Catering is a fundamental part of College life: the College Butler will share this view, and will pursue constant development of the quality of service within their areas of immediate responsibility.

Essential Experience
- Professional experience established within the hospitality industry.
- Significant experience gained within a front-facing role, ideally in an analogous working environment.
- Significant experience operating with accountability for quality, standards and service delivery.
- Team development skills.
- Demonstrable experience in record-keeping.

Essential Skills
- Solid IT user skills (standard desktop applications, and other specialist systems such as EPSYS platforms).
- Good written and oral communication skills, together with an ability to engage at all levels, in formal and informal settings.
- Financial numeracy.
- Presentation and deportment appropriate to the role of an Oxford College Butler.

Essential Qualities
- Able to lead and motivate teams successfully, through change where needed.
• Able to coach and to develop staff.

• A collaborative working manner, accustomed to working as a member of a professional team, though always with a willingness to “own” and advance the issue.

• A precise thinker who values accuracy.

• Pro-active, and resourceful.

• Excellent communication skills with an ability to build good working relationships with people across the College and wider University community, including senior members, students, and non-academic staff.

• An ability to prioritise tasks, work to deadlines and willingly work unsocial hours (this role requires regular evening and weekend working).

**Highly Desirable Attributes**

• Professional experience working in a higher education and/or a collegiate environment.

• Interest in, and knowledge of, wine.

• Passion for fine dining.

• Experience in maintaining a wine cellar.

• Experience working with historic silverware.

• Personal (alcohol) licence holder.

**Conditions of Appointment**

This is a permanent, full-time post, conditional on receipt of satisfactory references. There will be an initial probationary period of six months. Only after successfully completing this will the appointment be confirmed. During the probationary period, the post-holder’s employment may be terminated by either side on two weeks’ written notice. Once the appointment is confirmed, the period of written notice will be three months.

**Hours**

Weekly hours will average 36.5, worked on a variable pattern according to need. The role will include significant evening and occasional weekend working. Significant flexibility will be required.

**Salary**

This position is located on Grade 5 of the University’s Salary Scale (£24,983–£32,548), subject to particular qualifications and experience.

**Pension**

The post-holder will be entitled to join, or remain a member of, the OSPS pension scheme.
Meals
The post-holder will be entitled to a free meal while on duty, when working over a meal time and when the kitchens are open.

Staff Development
The post-holder will be encouraged to undertake supplemental professional training. Additional training will be available where required or where reasonably requested.

Transport
The College operates a bus pass scheme.

Sports Facilities
The post-holder will have access to the College’s gym.

Holiday
The holiday year begins on 1 September. The post-holder will receive a paid entitlement of 28 working days during the holiday year (5 of these days are taken around Christmas and New Year), in addition to public holidays.

Please note that the College reserves the right to require staff to work on Bank Holidays, which will ordinarily be the case within term time. Staff working bank holidays receive a day off in lieu for each such day worked. Leave must be taken in a manner sympathetic to the College calendar of events, and will not normally be permitted within term. The Head of Catering Services must approve all leave.

Application and Appointment Procedure
Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by 12 noon on 16 October 2018.

1. CV (maximum three sides of A4, to include the names and contact details of two referees);

2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;

3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Applicants are also asked to complete and return a Recruitment Monitoring Form (available from the college website at www.hertford.ox.ac.uk/about/vacancies). The monitoring information collected does not form part of the selection process and will not be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college’s equality policy.

It is expected that interviews will be held at the College during the week commencing 21 October 2018.

References will only be taken up for the successful candidate.
The appointment will be subject to a satisfactory report from the Disclosure and Barring Service (DBS). Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a Tier 2 visa for this post.

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice which explains the types of data we will process about you as part of the application process. We also include within this notice the reasons for this, how long we keep your data for, and your rights regarding your data. This Privacy Notice can be found on our website at this address: https://www.hertford.ox.ac.uk/privacy.

Hertford College is an Equal Opportunities Employer