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.

Catering at Hertford

The College’s Catering Team comprises the Kitchen brigade, led by the Head Chef, and the various front of house operations (Hall, Bar, SCR) managed by a number of direct reports, respectively. The College has four independent catering kitchens across its sites, two of which are open year-round, and all of which presently open for summer conference catering operations. Hertford conducts more conference business – of which catering is a key component – than any other college in Oxford. Term-time dining for College Members includes regular meal services 7 days per week, alongside internal event dining, College events and private hire. A combination of large-scale meal catering and dedicated fine dining services feature throughout the calendar year. Weddings, alumni events and access/outreach catering also form part of the service provision, as well as drinks receptions, beverage services and outdoor events such as barbecues. Together, the
permanent team numbers over twenty people, supplemented by casual support, agency workers and fixed-term contract staff over the course of the year.

**The Role**

The Head of Catering Services is responsible for the delivery of catering and associated services to College Members (including current students) and to guests (whether conference guests, visiting old members or the general public). The Head of Catering Services will be an experienced professional within the hospitality sector, a champion for standards and quality, and a leader and role model to their teams in delivering excellent front-facing customer service. They will be meticulous in maintaining and providing accurate records of meals service, stock and procurement data, sales information and event details.

The Head of Catering Services will be responsible for the Kitchen brigade through the Head Chef and Development Chef, Senior Common Room services through the College Butler, Hall team through the Front of House Manager, and Bar team through the Bar Manager.

The post-holder will report directly to the Bursar. They will be expected to work closely with the Domestic Bursar (responsible for the Lodge, Maintenance, Housekeeping and Events teams), as well as with the College’s International Programmes Team in the delivery of services for conference business (ca. £3m revenue in 2017/8)

The Head of Catering Services will attend (as required) a number of College committees responsible for policy, and also attend working groups and project meetings where needed. Additionally, they will represent the College at Conference of Colleges and University meetings where appropriate, and report back on matters of note to the Bursar or other College Officers.

**Specific Responsibilities**

**Management**

The Head of Catering Services will oversee the smooth running of the catering activities of the College, and all compliance with regulations applying to these activities. They will maintain and support the improvement of catering activities, establishing and maintaining relationships with College Officers, senior members, students, alumni and visitors to the College. Working closely with the Domestic Bursar and Events Coordinator, as well as with other internal teams and external suppliers, they will deliver high quality regular and event catering and related services.

The Head of Catering Services will have full responsibility for personnel management issues within the areas of responsibility covered by the post. They will liaise with the HR Manager as required with respect to recruitment, training, performance monitoring, capability and disciplinary matters.

They will need to be able to take the initiative to resolve non-routine problems, liaising with relevant departments and managers as required. They will work closely with their direct
reports to ensure that skills training is provided and service standards are met and maintained.

Oversight of Departmental Operations
The Head of Catering Services will:

- Oversee the provision of catering services, through the Head Chef, Development Chef, College Butler, Front of House Manager, and Bar Manager respectively.
- Undertake regular reviews of food sales and prices.
- Liaise with JCR and MCR representatives on matters relating to student catering.
- Liaise with the SCR Steward on matters related to Fellows’ dining and any other catered services.
- Maintain the College’s collection of historic silverware (through the College Butler).
- Oversee the College’s cellars (through the College Butler), ensuring accurate record-keeping and effective procurement processes.

Financial Administration
The Head of Catering Services will have overall responsibility for the financial management of their departments. They will:

- Ensure budgetary discipline, in conjunction with the Bursar and the College Accountant.
- Be expected to contribute significantly to budgetary planning.
- Participate in spending reviews.
- Determine agreed meal prices (with the Domestic Bursar and Events Coordinator).
- Implement and ensure stock control measures.
- Research and propose equipment for use across catering sites and facilities.

Service Development
The Head of Catering Services will play the lead role in determining, maintaining, and developing the service standards of their teams. They will:

- Provide guidance to team leaders in the delivery of service, and review and monitor team performance against agreed service expectations.
- Liaise with internal stakeholders to identify areas of service improvement.
- Develop, propose and implement new catering services that meet the needs of College members.
- Provide support for the planning and delivery of timely maintenance and refurbishment programmes in catering areas (with the Domestic Bursar and Clerk of Works).
• Support the Bursar and Estates Project Manager in developing plans for the enhancement of College catering facilities.
• Ensure that team leaders are suitably trained and resourced to be able to instruct their respective teams to required service standards.

Compliance & Best Practice
The Head of Catering Services will be responsible for operational Health and Safety compliance within their respective teams. They will ensure that their teams and working areas are compliant with all relevant legislation, ensuring that all risk assessment and CoSHH documentation relating to their teams’ activities are kept up-to-date, and arranging for training or remedial work as required. They will be expected to keep abreast of legislation (including upcoming legislation) affecting their areas of operational responsibility: departmental managers and team leaders are accountable in this respect to the Domestic Bursar (as Health & Safety Officer), especially where function-specific compliance is concerned (e.g. regarding rapidly changing regulations in areas such as food safety).

Recruitment & HR
The Head of Catering Services will liaise with the Bursar and HR Manager with regards to staff recruitment within their teams. They will take a lead role in ensuring that job descriptions for posts within their divisions meet operational needs.

General
The Head of Catering Services is a senior position. Consequently it will be expected that the post-holder will assume such reasonable duties as are required and directed by the Bursar within the broad remit of catering operations.

The Person
The Head of Catering Services will be willing to assume full and ultimate responsibility for the successful delivery of all College catering activities. They will be meticulous and exacting at all times in their approach, leading by example and establishing clear expectations across their teams. Catering is a fundamental part of College life: the Head of Catering Services will share this view, and will pursue constant development of the quality of service, as well as fresh opportunities to enhance the catering experience and generate income.

Essential Experience
• Senior level professional experience within the hospitality industry.
• Significant experience gained within a customer-facing role
• Demonstrable experience of assuming accountability for quality, standards and service delivery.
• Effective management of multiple service delivery teams during periods of workload stress.
• Demonstrable experience in preparing reports and management information.
• Demonstrable experience of budget management.

Essential Skills

• Personal licence holder (or suitability to achieve).
• Financial numeracy and sound IT user skills (as a user of standard desktop applications).
• Excellent written and oral communication skills, together with an ability to engage at all levels, in formal and informal settings.

Essential Qualities

• A credible leader for this specialist area, able to lead and motivate teams, develop and coach staff successfully; through change where needed.
• A collaborative working manner, accustomed to working as a member of a senior professional team, though always with a willingness to “own” and advance the issue.
• A precise thinker who values accuracy.
• A pro-active, resourceful and hands-on manager, with an eye for new approaches and solutions.
• An ability to build good working relationships with people across the College and wider University community, including senior members, students, and staff.
• An ability to prioritise tasks, work to deadlines and willingly work occasional unsocial hours (especially during peak conference season)

Highly Desirable Attributes

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

Conditions of Appointment

This is a permanent, full-time post. The appointment will be conditional on receipt of satisfactory references. There will be an initial probationary period of six months. Only after successfully completing this probationary period 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

Senior staff are expected to work such hours as are, on average, reasonably needed to fulfil the duties of their posts. In practice this will normally mean not less than 40 hours per week spread over five working days. Significant flexibility in work patterns will be needed when the requirements of the role demand this – such as the occasional need to attend formal meals and special College occasions.
Salary

This position is located on Grade 8 of the University’s Salary Scale (£39,992 to £47,722), subject to qualifications and experience.

Pension

The post-holder will be entitled to join, or remain a member of, the USS 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 October. 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 Bursar 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 30 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.

Interviews will be held at the College during November 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