Hertford College, Oxford

Hall Assistant

(Fixed-term 1-year maternity cover)

The College

Hertford is one of the larger Oxford colleges, with around 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

A Hall Assistant is sought by this established academic institution, to assist in the development of existing front of house services, as part of a flexible and dynamic team that caters to a broad spectrum of College and conference clients. Reporting to the Catering Services Manager, the successful applicant will need to demonstrate a dedication to the highest standards of customer care, as well as contribute to a strong sense of team spirit. He or she will be meticulous in their attention to detail, and demonstrate excellent interpersonal skills with colleagues and clients alike. Most importantly, the successful candidate will share the
collegiate ethos of dining as the foundation of Hertford College’s academic and social community.

Any successful applicant would be expected to be flexible, reflecting the varying demands for service over the course of both the academic and calendar year.

The ultimate goal of this appointment is to maintain consistently high standards of performance, to improve and maintain a superior customer service.

**Specific Responsibilities**

- Supplying services of term-time and conference catering.
- Ensuring a positive and welcoming atmosphere in Hall, enhancing diner experience.
- Providing hands-on support to casual/agency staff during peak meal periods and during events.
- Ensuring the effective operation of the Hall EPOS system.
- Ensuring compliance with all relevant college rules and regulations in respect to Health & Safety, COSHH and in particular food safety and hygiene.
- Reporting all damages, breakdowns and defects of equipment, utensils and fabric within the working environment to the Maintenance Department (where appropriate).
- Support of College Buttery operations.
- Any other reasonable tasks as requested by the Head of Catering Services, Front of House Manager or assigned supervisor.
- Such other reasonable responsibilities as are required, commensurate to the role.
The Person

Selection criteria

**Essential:**
- Demonstrable track record in catering services
- Knowledge of food hygiene regulations
- Demonstrable experience in team leading within a comparable work environment
- Familiarity with EPOS systems
- Sound IT skills, including MS applications (Word, Excel)
- A team player.
- A passion for dining and catering service.

**Desirable**

- Familiarity with MS Applications (Word, Excel, Outlook) or equivalent.
- Experience in a University, College or similar environment, and empathy for its operations and practices.
Conditions of Appointment

This is a permanent, full-time post (40 hours per week). The appointment will be conditional on receipt of satisfactory references. There will be an initial probationary period of 6 months.

Grade and Salary

£8.93 per hour.

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 take meals in College free of charge whilst on duty, 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), pro rata for the period of employment, in addition to public holidays.

Please note that the College reserves the right to require staff to work on Bank Holidays, receiving a day off in lieu of each such day worked. Bank Holidays within term time will be expected to be working days. Leave must be taken in a manner sympathetic to the College calendar of events. The Head Chef must approve all leave.
Application and Appointment Procedure

Those wishing to apply for the post should email the following documents to recruitment@hertford.ox.ac.uk by 12 noon on 15 February 2019.

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/and-more/vacancies).

Applicants are also asked to complete and return a Recruitment Monitoring Form (available from the college website). 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 likely be held during the week commencing 25 February 2019.

The College reserves the right to seek a 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.

The position may be discussed further with the Front of House Manager, Jamie Tong (Jamie.tong@hertford.ox.ac.uk)

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