



Hertford College
UNIVERSITY OF OXFORD

College Butler Further Particulars

Job Title:	College Butler
Department:	Catering Services
Team:	Front of House
Salary:	£32,000 - £36,000 per annum depending upon experience
Hours:	37.5 hours per week (full-time)
Contract Type:	Permanent
Responsible to:	Catering Services Manager

The College's catering operation comprises the College Kitchen led by the Head Chef, and front of house operations (Hall, SCR, Buttery café and Bar) led by the Catering Services Manager. A combination of large-scale meal catering and dedicated fine dining features throughout the calendar year with significant conference and private event catering in the vacations. Term-time dining for college members includes regular meal services 7 days per week, alongside internal event dining, College events and private hire.

Reporting to the Catering Services Manager, the College Butler is responsible for hospitality and service in the Senior Common Room (SCR), at High Table and other high-profile college events.

The College

Hertford College ("the one with the bridge") is a constituent college of The University of Oxford, and a registered charity. Hertford is one of the larger Oxford colleges, with roughly 750 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 135 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 50 years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

Further information about the college is available at <http://www.hertford.ox.ac.uk>

The Role

Responsibilities will include:

- Manage front of house staff ensuring they are appropriately trained, briefed and supervised to deliver high standard of formal and informal hospitality service in the SCR and at High Table.
- Leading service at High Table when required to do so.
- Liaising with the SCR Steward and Cellar Master as required.
- Ensure the Old Hall and SCR is presented to a high standard, and kept tidy, with timely reporting of maintenance issues.
- Ensure guests are signed in for lunch and correct information is passed to the bursary for billing.
- Ensure refreshments are readily available in the SCR, stock consumption is monitored with sales reconciled.
- Ensure newspapers are put out daily, and periodicals kept up to date.
- Daily management of the College wine cellar, including stock control and inventory auditing.
- Assist with the care and maintenance of the College's collection of historic silverware.
- Managing the Butler's Pantry, maintaining an inventory of equipment, reporting all damages, breakdowns and defects of equipment, utensils and fabric.
- Promote a positive operational Health and Safety culture in front of house staff, including compliance with all relevant legislation, keeping all risk assessment and CoSH documentation up-to-date, and arranging training for staff.
- Undertake any reasonable duties as required and directed by the Catering Services Manager within the broad remit of catering operations.

Person Specification

Essential

- Demonstrable experience as a Butler, Food & Beverage Services Supervisor/Manager, or a similar role in the private, educational or corporate sector.
- Relevant experience of supervising or line managing a team and dealing with a range of staffing matters.
- Good leadership and team management skills.
- Confident and well organised.
- Calm, professional manner and ability to lead under pressure.
- A good communicator.
- Excellent customer service skills.
- Supportive and collaborative team member.
- A comprehensive knowledge of catering and formal dining etiquette
- Good knowledge of food and beverage products.
- Committed to delivering high-quality service
- Attention to detail.
- Good working knowledge of food safety, hygiene and health and safety requirements relevant to hospitality operations.
- Good IT skills with experience of using Microsoft Outlook, Word and Excel
- Good numeracy and literacy skills.
- An understanding of the importance of data protection and GDPR and ability to follow policies and procedures in relation to this.
- Flexibility to work early and late shifts.
- Excellent timekeeping.

Desirable

- A catering/hospitality supervisory qualification
- Experience in a collegiate, heritage or similarly complex hospitality environment.
- Ability to undertake routine administrative tasks using standard IT applications.
- Willingness to undertake further training and development relevant to hospitality.

Terms and Conditions

Due to a reorganisation of the Catering Services, this role is available for an immediate start.

This is a permanent and full-time role, 37.5 hours per week, usually worked over 5 days over a 7-day period. Rosters are scheduled at least a few weeks in advance. Early and late (evenings), weekends and bank holiday shifts expected to be worked as required.

The salary will be £32,000 - £36,000 per annum (£16.37 - £18.41 per hour) depending upon experience. The post is eligible for membership of the OSPS pension scheme.

Benefits:

Annual leave: The college offers an annual leave entitlement of 28 working days (five to be used for Christmas Closure), plus Bank Holidays, pro-rata for part-time employees. Bank holidays which fall within the full terms of the University of Oxford are normally worked, for which time off in lieu will be given. The holiday year runs from 1st October to 30th September.

Additional holiday days are awarded as longer services awards.

Employee Benefits Platform: Free access to thousands of discounts and savings via vouchers, reloadable cards, cashback and online voucher codes.

Free Meal: When on duty, a meal is provided free of charge when the kitchens are open.

Pension: The post is eligible for membership of the OSPS Pension Scheme, further details can be found at <https://finance.admin.ox.ac.uk/pensions>

Health and Welfare Support: Employee Assistance Programme. Free annual flu jab.

Travel Pass Loan: A discounted travel scheme is available with monthly deductions from salary.

Cycle to Work Scheme / Bike Loan: Monthly deductions from salary. On site cycle repair service at discounted rates.

Sports Facilities: Access to the University Sport club.

University Card: for discounts in shops, cafes and restaurants and University Leisure facilities.

Other staff benefits are outlined on the HR section of the college website: <https://www.hertford.ox.ac.uk/and-more/vacancies>

The appointment is subject to a probationary period of six months. The college may initiate a DBS check during employment. You may also be required to submit to a medical assessment that is satisfactory to the College, a medical questionnaire will be provided if relevant to your employment.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by **9am on Monday 2nd November 2026**

1. CV (maximum three sides of A4)
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

Please note that Hertford will not accept AI generated covering letters or application content.

Applicants are also asked to complete and return an Equal Opportunities Recruitment Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities Monitoring form 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. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

Interviews will take place either the 10th or 11th November 2026. References will only be taken up for the successful candidates.

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 UK work visa for this post. EU/EEA & Swiss nationals must have Pre-Settled or Settled Status. Those with limited time status to work in the UK must have more than 2 years remaining from in order to be considered for this role.

The position may be discussed further with the Jamie Tong, Catering Services Manager. Please email jamie.tong@hertford.ox.ac.uk in the first instance.

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, 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.