

JOB DESCRIPTION

Social Hub Deputy Manager

College Background

Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK's first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly life. Girton has been fully mixed since 1979 and remains an inclusive, diverse, and supportive community that strives for excellence. The College has a long history of working to open access to a world class education for under-represented communities.

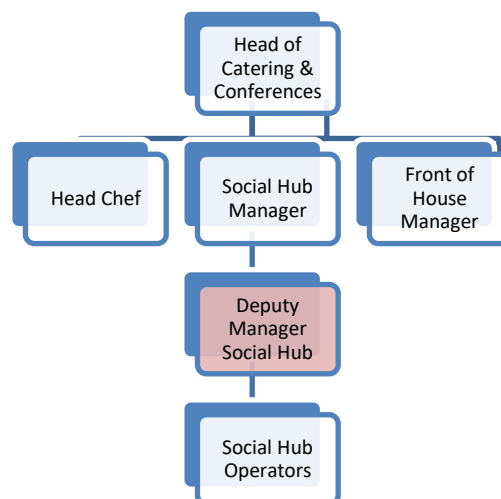
Girton is a relaxed, friendly and close-knit college set in 50 acres of greenbelt that provides a stimulating environment for its students, staff and Fellows. The College offers a holistic educational experience that combines academic rigour with a vibrant social scene as well as excellent welfare provision. It has some 120 Fellows in all, around 80 of whom are fully involved in day-to-day governance, teaching and research. In addition, the College depends on the hard work of over 135 administrative and operational staff who ensure the smooth running of Girton's buildings, services and its estate. Currently, the student community comprises 537 undergraduates and 330 postgraduates.

Role Purpose and Department Structure

Team/ Department: Catering Department

Reporting to: The Head of Catering and Conferences, via Social Hub Manager

Close working with: Catering Staff



Purpose of Job

The Social Hub Deputy Manager supports the Social Hub Manager in all aspects of the smooth day to day operation of the Social Hub café and basement bar, delivering a daily service of fresh food, snacks, hot and cold drinks and evening bar service.

Role Duties and Responsibilities

The main duties and responsibilities of the role are listed below. Please note these are not exhaustive but highlight the main tasks.

The Social Hub Deputy Manager will:

- Assist with the management of day-to-day operations in the Social Hub café and basement bar, working with and motivating a team of permanent and casual staff to deliver outstanding daily customer service for students, staff, Fellows and visitors to the College between the hours of 0800 and 2300 and at College events
- Ensure that service is in line with or exceeds agreed standards and that catering and health and safety regulations and departmental codes of practice, including food hygiene and allergens are understood and maintained
- Work with the Hub team to ensure that the Social Hub is thoroughly cleaned and ready for the appropriate service times, that food is correctly stored and displayed
- Enforce a high level of food safety and hygiene in the department and ensure that relevant documentation is in place in line with HACCP systems
- Work with the Social Hub Manager to plan and organise daily menus and monitor and maintain stock levels, ordering food and drink from nominated suppliers and with the Hub team to ensure that menus and allergens are understood and displayed
- Assist with ensuring that full training, development and support are provided for the HUB team, including induction, probation and personal development reviews, maintaining good discipline and excellent presentation and service standards
- Assist with planning permanent staff and casual worker rotas and book casual and agency workers when required
- Ensure that the Social Hub is a safe working environment, ensuring respect and dignity at work for colleagues and customers
- Maintain up to date knowledge of the Department's event/catering schedule
- Work at all times in line with the College's financial regulations
- Conduct monthly bar and coffee shop stocktakes, reporting figures to the Social Hub Manager, ensuring proper stock control and rotation
- Ensure the bar operation adheres to the College Premises Licence and that all proper legal notices and price lists are on display
- Assist in the supervision of the deep cleaning of the catering department/kitchens at the end of each term
- Ensure that all equipment is cared for to a high standard, maintained in line with manufacturers' recommendations and stored safely and securely
- Any other duties at the Social Hub Manager's discretion

The postholder may be asked to alter shifts or to assist at other College sites. As much notice as possible will be provided on such occasions.

General

- The post holder will be required to work in accordance with College policies and procedures.
- The post holder will be expected to participate in training designed to minimise occupational risks. This may include manual handling training, safe use of Display Screen Equipment, PREVENT, GDPR and other data protection training and Health & Safety training as advised.
- Any other reasonable duties as requested by the Head of HR.

Every job description in the organisation will be subject to a review on an annual basis at the time of the PDR meeting and may be reviewed as a result of a change in strategic direction or operational requirements. It is the shared responsibility of the role holder and their line manager to ensure that job descriptions are kept up to date.

PERSON SPECIFICATION

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role.

Qualifications	Essential	Desirable	Method of assessment
NVQ2 Level 2 in Catering and Hospitality, food and drink service or relevant equivalent training and experience	✓		CV and Cover Letter Interview
Holds an up-to-date food hygiene certificate	✓		
Personal Bar Licence (or willingness to gain licence when in post)		✓	
Skills and Experience	Essential	Desirable	Method of assessment
Previous equivalent experience within a busy customer-facing, catering or conference department, restaurant, hotel or other large venue	✓		CV and Cover Letter Interview
Excellent interpersonal skills	✓		
Ability to work without supervision and to enjoy a varied workload	✓		Assessment Exercise*
Ability to engage, motivate and manage colleagues to deliver exceptional customer service	✓		References
Knowledge of Food Hygiene Regulations, including allergens and legal liabilities	✓		
Personal qualities	Essential	Desirable	Method of assessment
Well-organised, proactive, collaborative	✓		CV and Cover Letter
Reliable and trustworthy	✓		
Attention to detail	✓		Interview
Customer-focused	✓		
Ability to motivate others	✓		Assessment Exercise*
			References

As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010

EMPLOYMENT

Salary	USSS Point 33 - 36 - £29,659 to £32,296 (depending on skills and experience).
Working arrangements	Full Time, 75 hours per fortnight.
Contract term	Permanent, subject to a six-month probationary period.
Annual leave	Pro-rata of 26 days paid holiday plus 8 public holidays.
Other	<p>We also offer:</p> <ul style="list-style-type: none"> Life Assurance 3 X Annual salary Employee Assistance Programme Workplace Pension Health Cash Plan (MediCash) Cycle to Work Scheme Electric Car Scheme Gym & swimming pool Free Staff Lunch and refreshments Staff discount to hold private events in College Local Discounts via the University Access to a Holiday Playscheme <p><i>Some of the above are non-contractual</i></p>