



HOSPITALITY COORDINATOR

Full Time

RESPONSIBLE TO: Catering Operations Manager/Director of Catering

Introduction

Epsom College is highly successful independent Co-educational Boarding and Day School for approximately 1100 pupils aged 11 to 18 years and operates 7 days a week during term time as well as a significant programme of events during the school holidays. The School is located approximately one mile from Epsom town, below Epsom Downs, in fine buildings set in a beautiful tree filled campus of some 80 acres.

The Catering Department provides all food and beverages for pupils, staff and visitors. As well as enjoying a professional reputation with the pupils, parents and teachers, it also provides catering services for external customers and other schools and regularly hosts national sporting events, weddings and other functions throughout the year.

The Post

Reporting to the Catering Operations Manager responsible for the planning, organisation, coordination, staffing and supervision of the service of food and beverages at the College and specifically for all College functions and events. Assist the Catering Operations Manager, Head Chef and Catering Co-Ordinator with the Catering Duty Manager rota, when required.

Main Duties

- Meet with Head Chef, Director of Catering and/or Catering Operations Manager to review the scheduled function or event arrangements and menu;
- Carry out, agree with the Catering Operations Manager, and implement a detailed and accurate plan for the service of food and beverages at each function or event, ensuring that all logistical, equipment, linen, cutlery, crockery, staffing, food hygiene and health and safety requirements are considered and in place;
- In discussion with the Catering Operations Manager, arrange adequate and appropriate staffing for the function and event;
- Provide detailed and clear briefings prior to the start of functions and events to the waiting staff ensuring they have all the information they require and fully understand the objectives and standards for the function or event;
- Supervise the setting up of tables at each allocated function or event;
- Liaise with the function or events host/Events Manager to ensure all food and beverage service arrangements are agreeable. Greet guests upon arrival and assist in seating.
- Oversee preparation and presentation of food for those with special dietary needs, ensuring that all menus are processed and all food served is clearly labelled and identified so that the College complies with the necessary allergen identification requirements;
- Supervise all aspects of the waiting team's appearance and performance; monitoring, encouraging, coaching, guiding and leading by example, and tackling any performance issues as they arise;
- Assist waiting team with their job functions to ensure optimum service to guests.
- Observe guest reactions and confer frequently with waiting staff to ensure guest satisfaction;

- Oversee the welfare of the waiting team whilst on duty ensuring all health and safety procedures are applied and allocate appropriate breaks;
- Ensure all catering stock is managed efficiently, delivered in a timely and safe fashion, and wastage is minimised;
- Oversee the post-event breakdown, ensuring the event or function area is left clean and tidy; all equipment is returned; units are cleaned, secured and relocated; timesheets are completed and submitted;
- Provide the Catering Operations Manager with a detailed analysis post-function or event to include: staff performance, efficiency, support equipment, problems encountered and solutions implemented, suggestions for improvement.
- Contribute to the overall performance of the Catering Department through making recommendations to the Catering Operations Manager and/or Director of Catering for improvements to policies and procedures;
- Be part of the Catering Duty Manager rota;
- To respond and act on any other reasonable request made by the Senior Leadership Team and Director of Catering..

Essential Qualification, Experience and Skills Requirements

- Higher education qualification in hospitality management or relevant experience at supervisory level;
- NVQ Level 2 in Food and Beverage Service;
- CIEH Level 3 Award in Supervising Food Safety in Catering or equivalent, and an appropriate Health and Safety qualification;
- BIIAB Personal Licence Certificate, (if not held then must work towards gaining this qualification);
- Proven track record in providing first class customer care;
- Demonstrate strong organisational and planning skills and a proven ability to work under pressure;
- A positive attitude, willingness to get engage fully where required and persistence in following through multiple projects over long periods;
- Demonstrate excellent communication skills with the ability to liaise tactfully and assertively with staff, pupils, visitors and the general public;
- Ability to prioritise and organise both own and others workloads, delegating effectively where necessary;
- Highly self-motivated; willing to learn and adapt, with a focus on continuous improvement;
- Smart and well presented at all times;
- Able to use Microsoft office package effectively (Word, Excel, PowerPoint and Email);
- Experience of compliance with legislation and regulations relevant to the position;
- Empathy with the values, customs and aspirations of Epsom College, and a 'can-do' attitude;
- A flexible approach to work, in terms both of responding to changing or unforeseen circumstances and being willing to work outside regular hours as the need arises;

Desirable Qualification, Experience and Skills Requirements

- NVQ Level 2 in Food Preparation and Production or City and Guilds 706/1&2 or equivalent;
- Previous experience of working in a schools environment;
- First Aid Qualification.

In order to arrive at a decision the selection panel may enhance any or all of the desirable criteria.

Epsom College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Terms and Conditions

- **Salary:** Salary for the full time post will be £40,280 per annum, reviewed annually and paid monthly in arrears on 25th of the month.
- **Hours:** 45 hours per week, working on a rotational basis for 5 days in every week, including evening, night and weekend working.
- **Holidays:** The holiday entitlement is 28 days paid holiday per annum including bank holidays and increasing by 1 day per annum to a maximum of 33 days per annum including bank holiday entitlement.
- **Pension:** The College operates the Epsom College Automatic Enrolment Scheme. The Scheme is administered by the Pensions Trust. Eligibility is based on statutory criteria. If eligible, the Employee will be required to contribute a minimum of 5% of Basic Salary and the College will contribute 4% in compliance with current legislation

Employee Benefits include:

Life Assurance: Members who are automatically enrolled or who choose to opt into the College Pension Scheme will be provided with life assurance cover at two x contractual annual basic salary

Health Care Plan: Offered to staff subject to qualifying conditions

School Fee Discount: Generous school fee discount available subject to qualifying conditions **Dining Facilities and Refreshments**

Whilst at work a free meal and refreshments are available when the dining room is open

Employee Assistance Programme: including confidential counselling service for employees and family members

Health Fitness and Wellbeing

Free membership to the Fitness suite and swimming pool are available to staff at certain times

Cycle to Work/Parking

Subject to qualifying conditions, the College offers a cycle to work loan scheme

Free car parking for staff is available on campus

Computer Loan

Subject to qualifying conditions, the College offers an interest free computer loan scheme

Offer of Post:

In accordance with statutory safer recruitment checks, the post will be offered subject to receipt of satisfactory written references, pre-placement medical assessment, proof of appropriate qualifications, a check of online search engines and websites of publicly available information that does not identify the candidate as potentially unsuitable to work within a school setting, a satisfactory Enhanced Disclosure from the Disclosure and Barring Service and overseas police check if appropriate, as well as confirmation that the successful candidate is able to work in the UK. Prior to interview, an online search of internet search engines, websites and other publicly available and accessible platforms to ascertain applicant's suitability to work within a school environment will be undertaken on candidates that have been shortlisted. Please note whilst the Enhanced DBS check will be paid by the College if an overseas police check is required it will be at the cost of the successful applicant.

Application

In line with safer recruitment regulations, applicants are required to complete the Application for Employment Form available from our website www.epsomcollege.org.uk. To comply with safeguarding statutory procedures when working in a school, CVs will not be accepted. Applicants should refer to the Recruitment, Selection and Disclosure and the safeguarding policies on the College website.

Applications will be assessed in order of receipt and interviews and subsequent appointment may occur at any stage after applications are received. Please apply as soon as possible.

Applicants are encouraged to contact Mrs Bev Spencer, Director of Catering, Bev.Spencer@epsomcollege.org.uk for an informal chat/further details.

Closing date 28th July 2024.

1/7/24