Magdalene College
CAMBRIDGE

Head of Buttery
Job Description

The College

Magdalene College (pronounced “Maudlin”) is one of Cambridge’s smaller Colleges and has been a seat of learning for some 550 years. The College has approximately 330 Undergraduates, 150 Graduates and 70 Fellows and other members of the High Table. Meals are served daily in term (30 weeks of the year) in the Main Hall (capacity 100), Ramsay Hall (capacity 80). Private functions are held in the Parlour (capacity 24) or in Cripps Court (capacity 100). The College accommodates conference business, receptions and private functions during vacations outside term time and, in addition, some private lunchtime functions in the Main Hall during term time.

The Buttery

The Buttery provides a Food and Beverage service to the College, and is responsible for serving Fellows, Students, Staff and guests at Conferences, Banquets and Weddings as well as daily lunch and dinners. The Buttery team are “front of house” and have a hugely important role in presenting a professional and efficient service to all members of the College community and their guests. The Buttery work from both from Ramsay Hall or Cripps Servery (canteen style) and at formal dining events, feasts or drinks receptions. The Buttery has a small team of core staff with additional casual workers during peak times or during large events. The Buttery team are responsible for managing the booking system for events; ensuring the rooms are set up for the event; serving of food and beverages and clear down at the end of service. The Housekeeping team undertake deep cleans of dining areas four times a year but the Buttery team are responsible for ensuring it is clean and presentable for day to day use. The College has an extensive wine collection held across two wine cellars, one specifically for Fellows wine. These cellars are managed by the Buttery team with the Wine Steward overseeing management of Fellows wine. The College also has a substantial collection of silver which is maintained by the Buttery. The Buttery team work closely with the Catering, Conference and Housekeeping teams.
RESPONSIBLE TO: Director (Catering & Conferences)

LINE MANAGES: Team of permanent staff consisting of two Senior Butlers (Lead), Fellows Butler, Senior Butler and Bar Supervisor, Buttery Assistant, Ramsay Food Services Supervisor and Ramsay Servery Assistant as well as up to 20 casual workers.

PURPOSE: To effectively manage the Buttery department. Ensuring the service at all events is smooth and efficient. To manage the budget for the department and to manage all staff within the Buttery. To ensure the Buttery provides an efficient service and has an effective relationship with related departments.

LATERAL RELATIONS: Catering team; Conference Office, Maintenance, College Porters, Housekeeping Team, Computer Office, Bursary and all other Departments within the College. The Fellowship of the College.

EXTERNAL RELATIONS: Customers, nominated suppliers and representatives of companies on our supplier list, outside contractors from within the department or from other College departments.
A brief organisation chart is given below:

[Organisation chart with positions and roles]

Main duties & responsibilities

**GENERAL:**
- Direct management of the food and beverage service at the following events:
  - Student Formal Halls
  - Fellows Luncheons
  - Fellows High Table
  - College Feasts
  - Student Society Dinners
  - Staff meals
  - Student lunches and dinners
  - Weddings
  - Commercial Lunches and Dinners
  - Conferences
  - Catering for the Master
  - Student Bar
  - Commercial Bars

- To maintain good relationships with Fellows, students, commercial clients, customers and suppliers
- To oversee the general upkeep and cleaning of the College Hall
- To manage the supply and distribution of the commercial wine cellar.
- To support the College Wine Steward and Fellows Butler in the management of the Fellows Wine Cellar.
• Management of the College Silver, ensuring it is cleaned, maintained, pieces used at appropriate events and kept secure.
• To ensure all internal college and external commercial events are set-up to the specific room lay-out requirements as detailed in the weekly function sheets and to communicate with the Housekeeping Department for assistance with moving of furniture for these events.

TEAM MANAGEMENT:
• To ensure there are adequate staff for each service by implementing all rota. To keep overtime to a minimum by arranging whenever possible for time to be taken off in lieu.
• To consult with the Director (Catering & Conferences) when applicants for vacancies are interviewed.
• To manage the washing up of all glassware and crockery for all events either through the direct Team members of casual dishwashing staff.
• To devise and implement a Departmental Training Plan and carry out on job training for all staff.
• To process timesheets, checking hours and overtime, and pass them to the Director (Catering & Conferences) for authorisation.
• To ensure that all staff in the Buttery wear the uniform provided by the College when on duty, maintaining high standards of personal hygiene at all times.
• To complete annual staff appraisals and develop personal learning plans for each member of staff.

FINANCIAL & SECURITY:
• To take responsibility for the preparation and subsequent attainment of departmental budgeted financial performance.
• To be responsible for ordering all products that are directly required by the department and to service the business to the standard required.
• To oversee stock control within the department.
• To ensure the department's financial targets are achieved through the active management and control of income and expenditure.
• To monitor College & Client consumption of Food & Beverages and prepare information for invoicing.
• To maintain a high degree of security in the Buttery in order to prevent damage or thefts. This includes ensuring that everything is locked up and unnecessary electrics are turned off on leaving (hotplates, lights etc).
• To oversee the Uniware still system.
• To keep an up-to-date record of all meals served and monies taken.
• To be aware of any purchase price changes and adjust the selling prices accordingly after consulting the Director (Catering & Conferences).
• To be aware of any security flaw in the Department and report it to the management accordingly.
• To carry out stock takes (monthly); all crockery, cutlery and glassware (each term).

HEALTH & HYGIENE:
• To maintain a high standard of hygiene required by the Food Safety Act 1990 & the Food Safety (General Food Hygiene) Regulations 1995.
• To ensure that all cutlery, Crockery and glass wear etc. used during meal times, is clean and presentable.
• To check that all areas within the Buttery are kept in a clean and presentable state.
• To ensure that all hygiene schedules are completed, copies signed and filed in line with requirements
• To ensure the completion of all departmental Risk Assessments, maintain the records and act on any findings with these assessments

OTHER:
• Any reasonable request made by the Director (Catering & Conferences).
• To supervise the Food Service of all College Feasts.
• To have a flexible approach, where possible, in moving set work shifts and hours to busier days when required to do so.

PLEASE NOTE: the above is not an exhaustive description and other requirements may emerge as necessitated by changing roles within Magdalene College and its overall objectives.
Person Specification

The following criteria are appropriate to this post:

Knowledge and experience:
1. At least NVQ level 2 in Hospitality, NVQ Level 3 in Hospitality is desirable.
2. Considerable experience, at a senior level, of delivering a first class food and beverage service, including knowledge and experience of silver service.
3. Experienced and excellent manager of people.
4. Proven experience of delivering excellent customer service.
5. Knowledge and experience of upholding food hygiene and health and safety practices.

Personal skills and abilities:
1. Committed and decisive.
2. Extremely well-organised.
3. Ability to lead, and work as part of, a team.
4. Excellent communicator with the ability to liaise with a wide range of College departments and external bodies.
5. Ability to train staff.
6. Flexible approach and ability to think around potential problems.
Salary and Conditions:

- The post is offered at a salary of up to £34,000 per annum, dependent on qualifications and experience, plus discretionary annual bonus.

- Hours as required for a Head of Department, on average 40 hours per week (full-time), as part of the Buttery two-week rota, five days out of seven.

- 33 days annual leave, inclusive of Bank Holidays.

- A uniform and meals on duty are provided.

- Car parking is available.

- There will be a six-month probation period.

- There will be a 12 week notice period.

- The post-holder may, subject to meeting the enrolment criteria, be eligible to join the College’s auto enrolment pension scheme at the relevant time, with the option for enhanced employee and employer contributions following successful completion of the probationary period.