Deputy Fellows
Butler

Candidate information pack
October 2023
An overview of St John’s College, Cambridge

An inspiring place in which to work

St. John’s College is one of the largest of the University of Cambridge’s 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John’s College has about 900 students, 160 Fellows (that is, resident academics who teach and research), and over 250 members of staff.

The buildings and grounds of St John’s are a magnificent environment in which to work, but it is the people of St John’s who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John’s on the College’s website: www.joh.cam.ac.uk.

Background

We are looking to recruit an enthusiastic Deputy Fellows Butler to join the Fellows Butler’s team, in this outstanding, beautiful and historic Cambridge college.

The ideal candidate will be hands-on, passionate and have a commitment to achieving a consistently excellent customer experience for the College, the Fellowship and their guests.

The candidate will have previous experience in the delivery and training of fine service and have the confidence to promote contemporary thinking that adds to the customer journey, whilst maintaining and respecting the culture and traditions of the College.
The primary aim of the Catering and Hospitality department is to provide for all our customers a high standard of food and customer service that in turn exceeds their expectations.

The Catering department is comprised of the following:

The Fellows Team delivers all the events organised for or by the Fellows and/or the Master of the College.

The Functions Team delivers events such as formal hall, conferences and private dining held within College.

The Buttery Dining Room Team is responsible for feeding students, staff members, Fellows and members of the public that visit the buttery at lunch or dinner time.

The Bar Team serves excellent drinks and snacks in the bar, while ensuring full licensing law compliance and duty of care.

The Café Team. They will be responsible for the café during its opening hours, preparing and serving delicious barista coffees, and amazing food and other drinks.

The Kitchen Brigade is at the centre of all the departments, preparing the delicious food served in all areas of the College.
Job description

Job Purpose

The Deputy Fellows Butler will assist the Fellows Butler with the management and direction of the Fellows Department, which includes staff serving meals and other refreshments to the Master, the Fellowship and their guests in all areas of the College under the Fellows teams remit.

The Deputy Fellows Butler is responsible to the Fellows Butler for the proper performance of their duties. In the absence of the Fellows Butler, they will attend the regular meetings held by the Catering and Hospitality Manager as required.

Principal responsibilities

Food Service

In order that food service standards within the Department are fully implemented the post holder will:

- In liaison with the Fellows Butler, supervise the running of the Combination Room, High Table, dining in the Masters Lodge and all other occasions and activities that fall within the Fellows Butler’s remit.
- Deputise in the absence of the Fellows Butler to ensure the continual smooth running of the department and the consistent delivery of fine service.
- Support the Fellows Butler in their management, maintenance and security of the College Silver and to assist with stock takes as required.
- Supervise and oversee all Fellows dining when on duty and record the Fellows attendance to ensure accurate charging.
• Collate and promulgate Fellows dining requests to ensure all Fellows are aware who is dining.
• Brief the team for each service with regards to menus, the diners and their guests, allergen requirements and delivery excellence.
• Schedule staff appropriately according to levels of expected business, responding flexibly to manage variations in numbers dining.
• Liaise with other departments to ensure the best use of contracted and casual staff across food service operations.
• Under the guidance of the Fellows Butler, be the lead on the training of service standards to cultivate an environment of continual review and incremental improvement to the benefit of all that dine in College.
• Prepare and plan daily task sheets for staff members to ensure all the activities of the department are fully prepared for and that the fabric of the dining spaces is maintained in to an excellent standard.
• Maintain an excellent relationship with the kitchen, providing feedback constructively to assist the continual improvement of the food service provided to Fellows.
• A flexible attitude to shift patterns based on working 5 days over 7 and leading the team every other weekend.

Health and Safety

In order to maintain a safe environment for staff and a safe product for customers the postholder will:

• Be a champion of the College’s Food Alert food safety monitoring system, training and supporting staff to complete checklists and ensure that food remains safe at all times.
• Represent the department at HACCP meetings and communicate relevant information back to the Butler team to ensure a safe working environment for staff and a safe product for diners.
• Operate a range of equipment to ensure the cleanliness and upkeep of the Butler’s areas of responsibility.
• Maintain all relevant food safety documentation and Health and Safety documentation to ensure that compliance is maintained at all times.
• Comply with COSHH regulations to ensure that any chemicals used for cleaning are being used in a safe and correct manner.

The list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Catering and Hospitality Manager from time to time.

Resources Managed/Facts and Figures:

• Responsible for three full time, one part time and one bank/casual staff.
• To serve up to and in excess of 65 Fellows for lunch and to oversee College feasts/dinners for up to 250 people.
• Responsible for the control of the College silver.

Decision-making

• To organise staffing levels dependent upon business and to either increase or decrease numbers of staff.
• To amend daily tasks if required.
• To set out table plans according to dining numbers.
• To organise staff into specific job roles where necessary.
• To put staff into their stations in readiness for functions.
• To set out orders of service.
• To communicate with the kitchen over food quantities depending upon numbers booked.
### Person specification

<table>
<thead>
<tr>
<th>Qualifications, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• At least 3 years’ experience working in a College /Hotel or similar environment.</td>
<td></td>
<td>• Health &amp; Safety Level 2.</td>
</tr>
<tr>
<td>• Supervisory experience.</td>
<td></td>
<td>• Food Safety Level 3.</td>
</tr>
<tr>
<td>• A good general level of education.</td>
<td></td>
<td>• Previous experience in an establishment with a contemporary high level of food and beverage service.</td>
</tr>
<tr>
<td>• Full knowledge of Silver service and thorough understanding of other styles of food service.</td>
<td></td>
<td>• WSET Level 2 or above.</td>
</tr>
<tr>
<td>• Food safety level 2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Health and Safety level 1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Basic knowledge of HACCP principles.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Knowledge of COSHH regulations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• A WSET qualification.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills, Abilities and Competencies:</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• High standard of personal hygiene.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Effective interpersonal and communication skills.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Honest and reliable.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Strong attention to detail.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• High level of discretion and problem solving skills.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• A positive attitude towards work, colleagues and customers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ability to adapt to changes in the workplace.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Respect the traditions and culture of the college.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Basic IT skills (MS Word, E-mail).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Terms and conditions

Length of post: Permanent

Hours of work: 39.25 hours per week

Salary: The salary for the post will be between £31,221.31 – £33,870.40 p.a. (depending on experience)

Location: The role is based at St John’s College in Cambridge.

Contractual benefits include:

• Membership of a Defined Contribution Pension Scheme after a qualifying period
• Additional Christmas salary payment
• Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

• Free meals whilst on duty in the College’s Buttery Dining Room (subject to a generous monetary limit)
• Access to a ‘cash plan’ healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
• Free car parking close to the College (subject to availability)
• Free use of an on-site Gym
• Free life cover

Read more about the benefits of working at St John’s at https://www.joh.cam.ac.uk/vacancies. The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.
Recruitment process

The deadline to apply is **Monday 13th November 2023 at 9:00am**

Interviews due to be held W/C 20th November 2023. However, we reserve the right to interview candidates earlier. Early applications are encouraged.

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full c.v.

Applications should be sent:

  - by email to: recruitment@joh.cam.ac.uk
  - or by post to: HR Department, St John’s College, Cambridge, CB2 1TP

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.