



ST JOHN'S COLLEGE
UNIVERSITY OF CAMBRIDGE

Further Particulars for the post of Functions Manager

April 2025



About the College

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 has about 900 students, 160 Fellows (that is, resident academics who teach and research), and about 250 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

Fundamental to the College ethos is the sense of community. The food and beverage offer plays an essential part in bringing College members and their guests together whether that is in the daily fare of the College buttery dining room, the experience of fine dining in our private dining rooms, Formal Halls or at College celebrations e.g. College Graduation and the May Ball or the conviviality of the College bar and the new College café. In addition, events are regularly run for prospective applicants and for alumni and many involve both formal and informal dining.

Eating in the historic surrounds of the College is a special experience and St John's is proud of its reputation as a quality dining destination. When College events permit, the private dining facilities and events spaces are available to external customers and the College runs a significant number of dinners, receptions and conferences for other University academics and Departments and for other commercial customers.



The Catering & Hospitality Department

The primary aim of the Catering and Hospitality department is to provide for all our customers the highest 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.

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

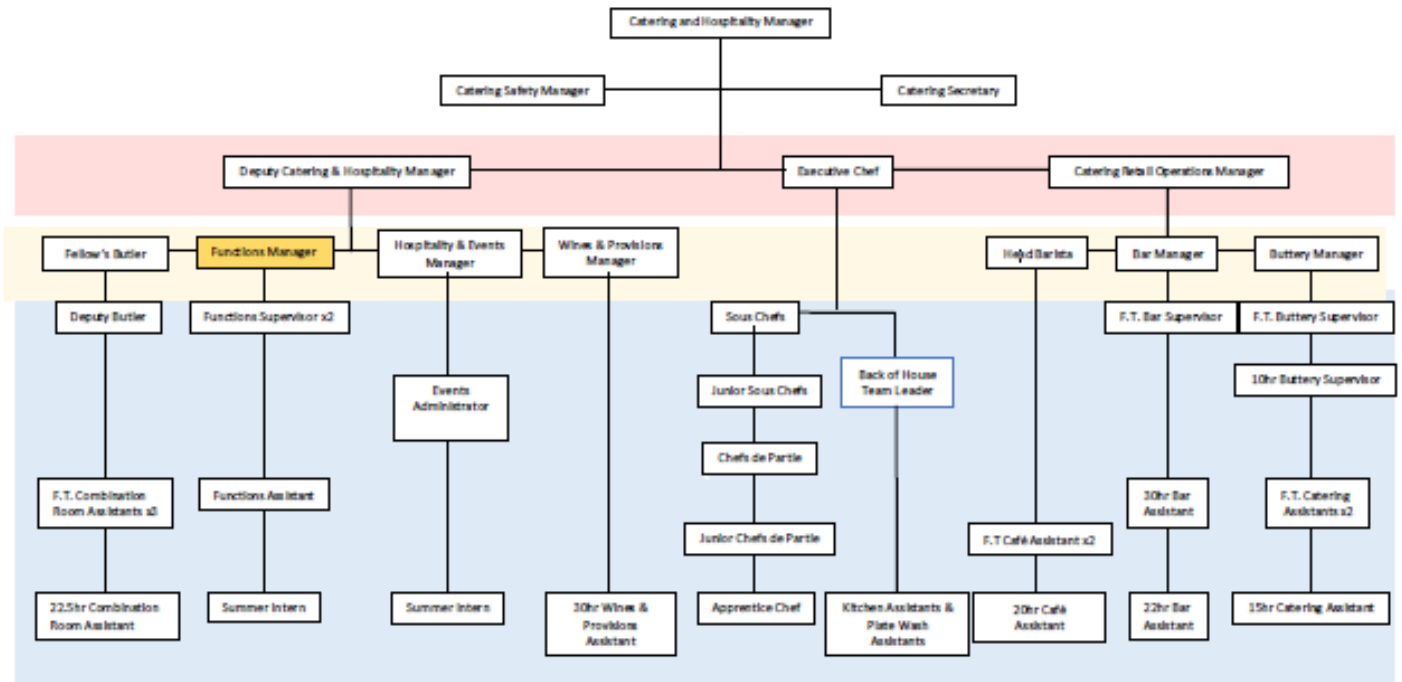
The **Café Team** are responsible for the café during its opening hours, preparing and serving delicious barista coffees, and amazing food and other drinks.

The **Kitchen Team** is at the centre of all the departments, preparing the delicious food served in all areas of the College.



Catering & Hospitality Department Organisational Chart

CATERING & HOSPITALITY ORGANISATIONAL CHART



Key:

- Catering Senior Management
- Catering Line Management
- Operational Delivery Team
- Vacancy

Job Purpose

The post holder will be responsible through the Catering and Hospitality Manager to ensure the smooth operation of all functions and private dining rooms and associated areas in terms of food service, staff supervision, room set up and cleanliness.

Principal Responsibilities

Food Service

- Plan to ensure that rosters are in place and that everything required for the function is in stock, including managing crockery and glassware stocks and replenishment.
- Ensure all ordering of necessary linen, staffing, and equipment has taken place so that the functions can proceed smoothly.
- Ensure a safe working environment for all functions staff and a safe environment for every customer and staff member.
- Deal with customers when requirements change on the day of the function.
- Problem-solving – evaluate and resolve issues under pressure to calmly achieve the required result.
- Manage food safety, health and safety, fire regulations, and ensure first aid kits and risk assessments are up to date.
- Ensure all staff are aware of food safety and food allergy implications through on-site training and briefings prior to each function.
- Continually develop and train staff in service methods.
- Organise waiting staff from employment agencies and report any issues back to the agency.
- Recommend specific training for function staff and inform the Catering and Hospitality Manager of training needs.
- Manage all functions to a successful conclusion.

Budget Management

- Manage staff costs in the Functions Department, which are in the region of £300k per annum.
- Ensure staffing is in line with set customer/staff ratios.
- Prepare budgets within the department within the specified timeframe.
- Maintain expenditure within budgets on a month-by-month basis.
- Assist in procurement of items used in the department and ensure sufficient stock levels.
- Administer payroll and timekeeping systems.

Training and Development

- Train staff members, both contracted and casual, to maintain and improve service levels within the department.
- Hold annual Staff Development Review meetings (SDRs) to outline departmental objectives and review performance.
- Enhance food service standards to ensure customers have a “wow” experience and are determined to return.

Health and Safety

- Operate a range of specialised equipment necessary to carry out the job.
- Train staff members in the correct usage of all chemicals adhering to COSHH regulations.
- Attend regular HACCP meetings and communicate relevant information to staff to promote a food-safe working environment.



Person Specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> • A good general level of education to HND or equivalent NVQ level 4 in Hospitality. • Considerable previous relevant experience in a Front of House environment is essential. • Previous staff management experience of large teams is essential. • WSET level 2 • Full knowledge of wine and beverage service. • Thorough understanding and knowledge of food service procedures, including silver service and other styles of service. • Intermediate Food Hygiene qualification as a minimum. • Understanding of dietary and allergy issues and regulations. • Understanding of HACCP principles and COSHH regulations. • Computer literate. 	
Skills, Abilities and Competencies	<ul style="list-style-type: none"> • High standard of personal hygiene. • Attention to detail. • High level of discretion. • Positive attitude towards work, colleagues, and customers. • Good communicator, both written and oral, in English. • Ability to communicate effectively with a wide range of people including staff, College Officers, Fellows, and visitors. • Efficient people management skills including the ability to delegate, direct, and support. • Commitment to the College's aims. • Belief in doing what is right rather than what is easy. • Determination to continuously improve the quality of services provided. • Problem-solving ethic. • Camaraderie that welcomes newcomers who bring needed skills. • Cheerful, positive, and enthusiastic attitude about working for St John's College. 	

Terms & Conditions

Post: Functions Manager

Length of post: Permanent

Hours of work: **39.25 hours per week** to work flexibly across the week on a 5 out of 7-day basis with weekend working required to cover College events and to meet any other business requirements.

Salary: Between £38,676—£43,110 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 lunch in the College's Buttery Dining Room (subject to a 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**](#).

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 **9.00 am on Monday 2 June 2025**. Interviews are expected to be held during the week commencing **Tuesday 10 June 2025**.

Please include in your application:

- A fully completed application form
- A covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you
- A full and up to date 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. Further information is available on the College website (<https://www.joh.cam.ac.uk/data-protection>)

Catering & Hospitality Department
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