Butler

Role

Day to day responsibility for providing excellent front of house service to Fellows, students, guests, staff and visitors.

Job Description

Reporting to the Head of Catering, the College Butler is responsible for leading and managing the front of house team of supervisors and catering assistants, to provide an excellent front of house service, ensuring that customer experience and satisfaction is at the forefront of every process.

Key Duties/Responsibilities

Financial & Planning

- Responsible for all areas of daily front of house operations.
- Develop and implement appropriate department standards, control processes and procedures and ensure they are maintained by staff at all levels via regular monitoring and review.
- Assist the Head of Catering to set annual budgets and achieve maximum profitability by controlling costs and maintaining department budgets.
- Oversee conference wine list with the Assistant Butler/Cellarman, concentrating on value for money, provenance and menu pairing, whilst building relationships with local merchants; to provide the best wines at the best price. Responsible for staff training in wine knowledge, to increase the guests experience and College income.
- Regularly review the structure and staffing levels of the catering assistants, together with the use of agency staff and casuals to achieve the most cost-effective front of house service.
- Monitor staffing levels; provide advance labour costing for functions and make adjustments to rosters to achieve the most cost-effective and efficient front of house service.
- Assist the Head of Catering and Head of Operations to plan future staffing requirements, taking into account plans for extended opening hours, new building projects and any other external economic impacts.
Management

- Review job descriptions to increase staff responsibilities and provide challenges and opportunities for promotion.

- Implement systems to gain feedback after functions and provide feedback to the team and individuals. Implement changes/new processes to remedy identified concerns/complaints.

- Monitor food and beverage quality, service and plate presentation to ensure that service meets customer specifications. Implement changes and/or provide additional instruction to make improvements where necessary.

- Maintain agreed wine stock levels to control cost and react to seasonal changes in menus and paired wines.

- Manage Formal Halls; check dress codes, bookings and operations. Support the Duty Porter to remove any students or guests who do not comply with Formal Hall regulations.

- Monitor the Food Safety policy; ensure hygiene checks and audits are completed on time and recorded.

- Continually assess front of house performance/service; identify any weak areas and implement processes for improvements.

- Monitor the storage, condition, quantity and breakages of tableware, glassware, linen, and uniforms, carry out an annual stock take and provide reports.

- Act as Master of Ceremonies at dinners and events welcoming organisers, being the point of contact and ensuring the best possible experience at Selwyn.

- Provide Hall Supervisors with sufficient training to enable them to deputise as Master of Ceremonies in the Butler’s absence.

- Set high standards for all areas of Front of House operations and drive performance with strong objectives, holding regular progress meetings and dealing with issues of poor performance with support from HR if necessary.

- Lead daily morning briefings and ensure staff understand their allocated tasks, catering requirements, set standards, timings and expectations.

- Lead pre-service and pre-course briefings at all dinners to ensure all reporting staff are aware of service style and the content of all dishes (vegetarian, gluten free, dairy free, allergens etc.) Ensure Hall Supervisors conduct pre-service briefings in the absence or instead of the Butler.

- Participate, and on occasions chair morning team meetings, to exchange information and plan daily/weekly events to ensure their smooth operation.

- Plan and allocate areas of individual responsibility and actions for supervisors eg crockery, glassware, hygiene, wages, uniforms.
• Responsibility for the security, care and control of College silver.

• Produce and maintain specification sheets for all areas of responsibility. To include set ups, security procedures, Masters Lodge and checklists for clearing up after events.

• Identify any front of house issues with staff and equipment resolve or report daily.

• Recruit and train talented and enthusiastic people.

• Train staff to maintain high standards in hygiene, service and to meet customer expectations; encourage and support staff development.

• Conduct appraisals for the Hall Supervisors and provide feedback at regular one-to-one and team meetings.

• Continuously assess the front of house performance and service to identify areas which could be improved. Discuss with the Head of Catering and implement agreed actions.

• Be a point of contact in the absence of the Head of Catering.

• Responsible for all aspects of front of house health and safety, ensure compliance with all current health and safety regulations.

These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.

Person Specification

Personal attributes:

• The College Butler is expected to be extremely well-presented at all times.

• Flexible approach to work including attendance at key weekend and out-of-hours dinners and events.

• Professional, friendly and approachable.

Experience

Essential:

• Previous Front of House experience in a supervisory or managerial role.

Desirable:

• Line management experience including managing sickness absence, conducting appraisals etc.
Skills

Essential:

- Excellent organisational skills, and ability to prioritise and self-manage workload, to meet multiple deadlines and to work well under pressure.

- Excellent team-working and team-building.

- Excellent communication skills, including the ability to communicate effectively and interact with a wide range of people including Fellows, Staff, Students and Guests. Selwyn is an international community with people from across the World.

- Competent IT skills including proficiency in the Microsoft Office packages such as Word, Excel and Outlook. Experience of Mercury is desirable but not essential as training will be provided.

Training

Essential:

- Minimum Food Hygiene Level 2

Desirable:

- Food Allergy Awareness
Where you fit into the structure:

- **Operations Manager**
- **Head of Catering**
  - **Head Chef**
  - **Stores Supervisor**
  - **Cafe/Bar Manager**
    - **Second Chefs**
      - **Section Chefs**
        - **Apprentice Chef**
        - **Kitchen Porters**
    - **Cafe/Bar Supervisors**
      - **Cafe/Bar Assistant**
    - **College Butler**
      - **Deputy Butler/Cellar Manager**
      - **Hall Supervisors**
        - **Catering Assistants**
        - **Front of House Kitchen Porters**