



# CLAYESMORE

## D O R S E T

**Job Title**                      **Front of House Manager**

**Responsible to**                **Catering Manager**

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### **Role Overview**

The primary purpose of this position is to work alongside the Head Chef and jointly to support the Catering Manager to deliver high quality catering for over 700 pupils and 400 staff on a daily basis. The school has built up a reputation for a high standard of catering, not just for pupils and parents but also for event hospitality, including formal dinners, weddings and conferences. The post holder is directly responsible for the efficient and effective management of the front of house staff and hospitality events as directed by the Catering Manager.

### **Responsibilities and Duties**

#### **Front of House**

- Daily management of the front of house team
- Assist the Catering Manager and Head Chef in organising, leading and motivating the catering team
- Ensure daily menu boards are accurate and current
- Ensure all allergen information is accurate and readily available to front of house staff
- Ensure staff rotas are maintained on a weekly basis and all areas of the operation are appropriately covered
- To document and record staff absence (sickness/holiday/unpaid leave), notifying the Catering Manager and the HR Manager of any prolonged or questionable absences
- To hold staff meetings weekly, with recorded minutes held on file
- Ensuring all catering paperwork is completed, including temperature sheets and cleaning rotas
- To ensure key staff are trained to run the operation in the absence of the post holder
- To conduct annual appraisals for all front of house staff

#### **Hospitality Events**

- Organisation, management and delivery of the catering for hospitality events
- Ensuring that hospitality bookings are recorded and monitored on a daily basis
- Ensure daily hospitality boards are accurate and current

- Liaising with event 'owners' to ensure the requirements of each event are known and met
- To ensure key staff are trained to run the event in the absence of the post holder.

### **Health & Safety**

- Implementing Health and Safety standards and ensuring those standards are met and maintained
- Ensuring all staff are trained in food safety and allergen awareness
- To implement Clayesmore's policies and procedures, complying with standards set in the reference manuals provided
- To identify and facilitate the training needs of all staff, both new and existing
- Implementing and monitoring cleaning schedules and rotas ensuring the highest possible standards of hygiene and cleanliness are maintained

### **General**

- In conjunction with the Head Chef, deputise for the Catering Manager
- To ensure a high standard of customer care and service are maintained at all times
- To ensure that all staff receive full induction training before commencing work
- To liaise with the Catering Manager in compiling and implementing training plans
- To organise and facilitate all basic in-house training
- Ensure staff timesheets are completed for authorisation by the Catering Manager
- Liaising with Health & Safety/Food Safety auditors, and ensuring any corrective action is agreed and acted upon
- To develop a good working relationship with the School customers, Governors and other members of staff
- When required, and in the absence of the Catering Manager, attend meetings and ensure required actions are taken following the meeting
- To develop a good working relationship with the leader of any outside lettings for the School, ensuring best value for money is offered at all times

### **Person Specification**

#### ***Essential***

- Embody the values of Clayesmore
- Proven experience in the management of a team in a similar environment
- Level 3 Food Safety & Hygiene
- NVQ in hospitality (or similar)
- Committed to ensuring good food hygiene in the work place
- Good organisational skills and excellent timekeeping
- Sense of responsibility (will be a key holder) and customer service
- Work well in a team, but also be able to take the lead
- Must be able to think for themselves and instruct others
- Well-presented and hard working
- Reasonable competence with basic IT skills
- Ability to remain calm and professional in pressurised situations
- Good communication skills, have experience of communicating with a wide range of people, being tactful and diplomatic at all times

**Desirable**

- COSHH trained
- Experience of working within a similar educational environment

**Contractual Information**

- This is an all year round role, not term time only
- 37.5 paid hours per week to be worked on a shift pattern over 7 days to include Fridays and Saturdays
- Holiday entitlement will be 30 days (pro rata) per year (1 September – 31 August), plus 8 bank holidays. You may be required to work any public holiday when the School is open, for which time off will be given. The School reserves the right to designate up to 5 days per holiday year in order to facilitate School closure
- Benefits include a free lunchtime meal, free membership of the Clayesmore Sports Centre, death in service benefits and a non-contributory pension scheme
- Membership of the Clayesmore Society and associated member benefits.

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(Job Holder)

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(Human Resources Manager)

Date: .....

Date: .....

**Date prepared :**        **March 2019**

**Prepared by :**        **Catering Manager / HR Manager**

Clayesmore School is an Equal Opportunities Employer