

Job Title	Catering Service Manager – TAP & Rowlands
Reports to	Assistant Catering Director – Boarding Houses

Job Purpose

The Catering Service Manager is responsible for the day-to-day management and successful operation of the TAP and Rowlands Sweet Shop, ensuring a welcoming, safe, and well-run environment. The role combines beverage management, retail oversight, team leadership, and strict compliance with school safeguarding and licensing requirements.

Key Tasks and Responsibilities

Operations & Service

- Oversee daily operations of the TAP and Rowlands Sweet Shop, ensuring high standards of service, presentation, and cleanliness;
- Ensure the sweet shop operates efficiently during designated hours, offering an appealing and age-appropriate product range;
- Maintain a welcoming, professional atmosphere aligned with the school's values and culture.

Compliance & Safeguarding

- Ensure full compliance with licensing laws, food safety regulations, and school safeguarding policies at all times;
- Strictly enforce age-related sales restrictions for alcohol in line with operational practices at TAP.
- Complete and maintain all required health & safety, food hygiene, and risk assessment documentation;
- Act as a responsible key holder where required.

Stock & Financial Management

- Manage ordering, stock control, deliveries, and inventory for both outlets;
- Minimise waste and control costs while maintaining product quality;
- Handle cash management, tills, and basic financial reporting;
- Support budgeting and pricing decisions in collaboration with senior management.

Team Leadership

- Recruit, train, and supervise TAP and Rowlands staff;
- Create staff rotas to meet operational needs while remaining cost-effective;
- Lead by example, promoting excellent customer service and teamwork;
- Conduct performance check-ins and support staff development.

All employees of Eton College are also expected to:

- Have a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';
- Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required and ensuring any safeguarding updates issued by the College are read and understood;

Last updated: February 2026

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

- Understand and comply with procedures and legislation relating to confidentiality;
- Display a commitment to and promotion of equality, diversity and inclusion.

Skills & Experience Required**Essential**

- Previous experience in bar, hospitality, or retail management;
- Strong understanding of food safety, health & safety, and licensing regulations;
- Excellent organisational and leadership skills;
- Strong proficiency in Microsoft Office Programs;
- Confident communication skills and a professional, approachable manner.

Desirable

- Experience working within a school, college, or community setting;
- Personal Licence Holder;
- Food Hygiene Certificate (Level 2 or above);
- Experience managing both alcohol service and retail outlets.

Working Pattern

- You will be working 42.5 hours per week (including evenings and weekends).
- You will be contracted to 40.6 weeks per year (You will be paid over 12 months).
- You will be entitled to 5.6 weeks of holiday. (You must use all your entitlement (including any lieu days) during periods of school holidays. If a bank holiday falls during a school term period, you will be required to work this day and you will receive an additional day's holiday in lieu).

Disclosure Checks

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as "spent" under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.

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