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| **Job Title** | Hospitality Supervisor |
| **Reports to** | Hospitality Manager |

**Job Purpose**

To pro-actively support the Hospitality Manager and at times deputise when required. This is “hands

on role” helping to ensure that the services provided are to the standard required by Eton College.

**Key Tasks and Responsibilities**

* Assist the Hospitality Manager in the management and delivery of all non-core catering from Bekynton but across the whole campus, to include those events associated with sports fixtures (internal and external);
* Ensure we achieve high level of standards in all areas of work;
* Report for allocated duties in accordance to staffing schedules and timings;
* Ensure uniform and appearance of yourself and your team meet company specifications at all times;
* Adhere to all current Health and Safety and hygienic regulations, promoting a safe and hygienic environment;
* Organise your team to ensure all tasks are completed to specification and within set targets providing support and assistance where required;
* Ensure all preparation for functions is completed well ahead of any event;
* Liaise with clients pre and post event;
* Undertake staff briefings prior to every function;
* Induct new and casual staff;
* Deputise for the Hospitality manager and deal with event enquiries;
* Undertake all necessary administration - e-mail answering, calendar entries, function sheets, costings, stock-taking;
* Ensure all areas that we are required to operate in are clean and tidy before clients enter and left clean and tidy after the event;
* Comply with COSHH regulations using chemicals safely and effectively;
* Develop effective partnership with duty managers and colleagues including daily communications and to provide reciprocal support;
* Promote a good company image to customers and guests by using positive customer service practices and to promote a friendly working relationship with colleagues;
* Develop and motivate your team to ensure unit standards are maintained;
* Receive any training as and when required in order to maintain and develop standards;
* Attend to any reasonable request by management;
* Assist as required in Bekynton with our core catering commitment;
* Report any incident of accident, fire, theft, loss, damage and take action as may be appropriate or possible;
* Support the duty manager to evacuate the unit, in accordance to fire regulations and procedures;
* Attend meetings and courses and training days as required. Covering from during holidays, sickness and any other absences;
* Assist with Summer Schools as directed;
* Undertake occasional duties outside the normal routine but within the scope of the position and the department’s activities;
* Commitment and promotion of equality, diversity and inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2023 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including by not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* Previous supervisory experience within a hospitality or similar environment;
* Customer service experience;
* Ability to lead and motivate a team;
* A relevant catering qualification would be desirable (NVQ Level 2);
* The ability to communicate effectively with customers, clients and staff;
* An understanding of Health and Safety Regulations;

You may also enjoy this role if you:

* Have a flexible approach to work and a ‘can do’ attitude;
* Have the ability to work well under pressure in a fast-passed environment;
* Enjoy working on your own and as part of a team in a collaborative manner.

**Working Pattern**

* Your working hours will be 42.5 hours per week
* You will be working 5 days a week (including evenings and weekends)
* You will be working 46 weeks per year- 34 weeks term time, 6 weeks summer schools and 6 weeks paid holiday entitlement (You will be paid over 12 months)

**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.**