

Job Title Hospitality & Events Manager

Reports to Deputy General Manager

Job Purpose

Bekynton is the central catering facility in Eton College and we predominantly cater for breakfast, lunch and supper for all the boys of 12 out of the 25 boarding houses. Bekynton currently serves around 15,000 meals per week over 37 weeks per year, equalling 555,000 meals per annum-and growing! Bekynton also prepares and delivers 32,000 packed meals for sports events around the campus, 9,500 hot and cold sports teas each year and has currently catered in 64 differing venues around Eton. Many community events are catered for with relish – like the provision of catering for House Events, Eton Action Fair and many other events where entertaining is required.

As Hospitality & Events Manager you are to pro-actively lead the Eton College Hospitality team, driving high standards and excellent customer feedback. This is “hands on role” helping to ensure that the services provided are to the standard required by Eton College.

Key Tasks and Responsibilities

- Manage and organise the delivery of all non-core catering from Bekynton but across the whole site, to include those events associated with sports fixtures (internal and external);
- Ensure we achieve high level of standards in all areas of work;
- Organise staff rotas allocating duties in accordance to the needs of the business for the hospitality team;
- Ensure uniform and appearance of yourself and your team meet company specifications at all times;
- Adhere to all current Food Safety and Health and Safety across all aspects of the business, especially allergens management and promote 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;
- 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;

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.

- 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;
- All employees of Eton College are also expected to:
 - Develop 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, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood.
 - Understand and comply with procedures and legislation relating to confidentiality;
 - Display a commitment to and promotion of equality, diversity and inclusion.

Skills and Competencies Required

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

- Previous management experience within a hospitality or similar environment;
- Customer service experience;
- A relevant catering qualification would be desirable (NVQ Level 2);
- A clear understanding of Health and Safety legislation;
- A clear understanding of Food Hygiene legislation;
- Good working knowledge of Microsoft Word, Outlook and Excel;
- The ability to lead and motivate a team;
- The ability to communicate effectively with customers, clients and staff;
- A calm, professional manner with strong communication and interpersonal skills;
- A passion for delivering high standards in food, service, and customer care.
- The ability to manage food allergens in accordance with the school's processes and procedures.

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 as part of a team and you are happy to get stuck in and support your colleagues;
- Ability to come up with creative solutions to problems.

Working Pattern

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- 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 annual leave (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.

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