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| **Job Title** | Catering and Hospitality Director |
| **Reports to** | The Bursar |

**Eton College**

The School was founded by Henry VI in 1440, and is today the largest boys’ boarding school in the UK. In keeping with the charitable intentions of our founder, we welcome pupils from all backgrounds. This year, pupils joined us from over 120 different schools from across the country. Around 10% of pupils come from overseas.

The School provides outstanding pastoral care for its pupils. Eton is a 24/7 boarding school with 25 boarding houses, each home to around 55 pupils aged 13-18. The houses are the heart of life at Eton. Each house is run by a dedicated team, including a House Master and 'Dame' who live on-site, and a team of support staff.  Each house also has a Deputy House Master and two assistants attached to it. Together, they help to ensure that every pupil gets the best out of his time at Eton.

**THE BURSARY**

The College’s professional and operational services are collectively known as the Bursary; its head is the Bursar. The Bursary is itself divided into a number of departments (Finance, HR, Central Catering, Buildings and Facilities, IT Services, and Legal) headed by senior managers who have considerable devolved responsibility for policy, budgets and management for their particular area of responsibility within a strategic framework set by the Bursar.

**ROLE**

The Catering and Hospitality Director will lead and manage all College catering services so that they are customer focused, with a commercial approach that ensures that a high-quality catering service is provided in as efficient and cost effective a manner as possible. The incumbent will be responsible for both developing strategy and implementing it once agreed.

The scope of the role includes feeding over 1,300 boarding pupils and circa 150 resident staff seven days a week during term time, and hospitality functions for the whole College, ranging from Games team teas to formal dinners and banquets for VIPs. Sodexo currently manage the provision for 550 pupils from eleven boarding houses in a central refectory (known as Bekynton). Other pupils eat in their boarding houses. Each of these fourteen boarding houses has its own chefs and dining room.

**Staff:** The Catering and Hospitality Director will directly line manage the senior Catering team. In total the role has approximately 200 indirect reports (excluding casual staff) who report into members of the senior Catering team.

**Principal Contacts:** Bursar, senior Catering team members, Sodexo, House Masters, Dames, Leadership Team

**Key Tasks and Responsibilities**

* To develop, manage and maintain a high quality and cost-effective catering service for pupils, staff, visitors and hospitality for all College sites, including Dorney Lake.
* To ensure effective management of the College’s long-standing relationship with Sodexo.
* To promulgate best practice and menu quality, particularly with regard to healthy eating & special dietary needs.
* To be responsible for compliance with all relevant Health & Safety and food safety procedures, standards and best practice, liaising with local Environmental Services ensuring a high standard overall is achieved.
* To lead, motivate and manage the catering teams and to engender a culture of continuous improvement.
* To review, develop and maintain financial and other control systems which enable the service to be monitored and evaluated.
* To review, develop and ensure appropriate maintenance of the catering infrastructure.
* To ensure that all staff are trained to the required standards and that they undertake continuing training and development following College staff policies and procedures.
* To manage the professional development, performance management, recruitment and selection of catering staff.
* To manage the relationship with House Masters and Dames with tact, diplomacy and an understanding of their stressful job of caring for 50-60 adolescents round the clock.
* 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 2021 guidance, therefore adherence to all safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including but 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.

**Key skills and experience:**

* Substantive experience within a similar position and multi-site locations.
* Demonstrable experience of delivering effective change management.
* Effective budgeting of a catering service of similar size.
* Proven ability to develop and deliver interesting and healthy menus.
* A strong track record of leading and managing staff.
* Contract catering experience, including knowledge of all aspects of contract catering industry.
* Demonstrable experience of delivering hospitality including functions at a high level of service.
* Excellent IT, business planning and budgeting skills.
* Understanding of pressures on those who live and work in a tight-knit, busy community.

**Qualifications:**

* Good general standard of education.
* NVQ level 4 or equivalent in Hotel and Catering, Hospitality Management or,
* HND/Degree in Hotel and Catering Management.

**Behavioural characteristics:**

* Effective communication skills and excellent people skills.
* Good organisational skills.
* A forward thinker.
* Ability to remain calm and patient under pressure.

**Working Pattern**

* Your working hours will be based on 9am to 5pm with 1 hour for lunch but this must be taken as purely indicative. Due to the nature of the role, weekend and evening working will be required, particularly during term periods.
* You will be working 52 weeks per year.
* You will be entitled to 30 days of holiday.
* You must use all your holiday entitlement (including any lieu days) during Eton 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.

**Terms and conditions:**

The Catering and Hospitality Director’s remuneration package will be competitive and reflect the significance of the role. The Catering and Hospitality Director will be eligible to become a contributory member of the defined contribution College pension scheme. There is a (non-contributory) life assurance scheme which all staff join on starting their employment.

Many of the School’s extensive recreational and sporting facilities are available to employees and their families (e.g. swimming, golf, tennis, theatre, concerts, etc.).

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. 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. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including but not limited to: verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.