

## DEPARTMENT FOR CONTINUING EDUCATION

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### Job description and selection criteria

<b>Job title</b>	Assistant Restaurant Manager
<b>Department</b>	Continuing Education - Residential Centre
<b>Location</b>	Rewley House, Wellington Square, Central Oxford
<b>Grade and salary</b>	Grade 4: £25,138 - £28,759, with a discretionary range up to £30,487
<b>Hours</b>	36.5 per week (average)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Restaurant Manager
<b>Vacancy reference</b>	172067

#### The role

The Assistant Restaurant Manager assists the Restaurant Manager in the running of the catering service operation, working with the team to provide an excellent standard of service.

#### Catering operation

The catering operation takes place on two sites:

- Rewley House, central Oxford: Is the Department for Continuing Education's main site. A breakfast and lunch plated/buffet service are provided on a daily basis. Dinner is provided on average three times per week, depending on business requirements;
- Ewert House, Summertown: The Department runs a number of courses at Ewert House, some of which require catering.
- In addition, catering can also happen on other premises that the Department manages or when we provide catering for other departments of the University.

The Department also offers an external catering service which can be at other sites in or around Oxford.

The working hours of the catering staff are dependent on the business requirements of the Department over the two sites. Catering staff will work a variety of hours, normally over five days per week, which will cover day, weekend and evening shifts.



## Responsibilities

### Supervisory duties:

1. Assist in the preparation of the daily coffee sheets for staff, preparing when requested by Restaurant Manager and ensuring it's up to date in the absence of Restaurant Manager. This will also include preparation of menus, food labels, table plans and paperwork for following day.
2. Provide day to day training and supervision to staff on services in both Dining Room and Bar and ensure duties are carried out to a high standard.
3. Pre-empt problems with catering service and act to avert them, bring concerns to the attention of Senior Restaurant manager and Conference and Facilities Manager.
4. Report any incident or accident, fire, loss, theft, irregular stock movement, damage or other irregularities to the Restaurant Manager or Conference and Facilities Manager.
5. In the absence of the Restaurant Manager prepare and communicate rota for staff.

### General Duties:

6. Be practical and hands which will include:  
Setting up and moving tables in the restaurant ensuring that all necessary items are present and laid neatly, to the correct standard.  
Serving breakfast, lunch and dinner to staff, visitors and residents.  
Providing tea and coffee service,  
Delivering refreshments as requested to the common rooms, meeting rooms or offices and collecting afterwards.
7. Ensure that all of the catering preparation areas are kept clean, hygienic and tidy at all times.
8. Ensure the restaurant and other catering areas are prepared correctly for the next service, checking arrangements on the computer booking system (CABS) or with the Restaurant Managers to see what is required.
9. Take responsibility for any keys ensuring that they are signed in and out at all times.
10. When necessary assist or carry out kitchen porter duties such as passing cutlery, china and glassware for cleaning through the dishwasher.
11. Assist with the cleaning of the dining room: dusting areas, vacuuming, sweeping, cleaning floors, etc.
12. Provide a café & bar service to all users of the Department and Residential Centre including students, staff, visitors and residents.
13. The bar menu includes Paninis and a variety of hot beverages and the bar person is required to heat up Paninis and prepare hot beverages.
14. Ensure that all areas of service are clean and in tidy condition for guests, regularly collecting empty glasses, dirty cups and cleaning ashtrays from the Common Room and Courtyard.
15. Follow the correct procedure in controlling stock. Ensuring that all movement of stock is either recorded or processed through the till, including maintain Wastage/Ullage Log.
16. Follow the correct procedures operating the till, taking payments, filling in dockets and doing the cashing up at the end of each shift, making sure that any variances are explained on the day.
17. The Common Room has a fire / log burner which is lit on important occasions (During VIP events, important dinners in the dining room, Christmas Party Season, when groups that regularly use the bar are in attendance during cold periods of the year), the post holder is required to light the fire and keep it topped up with wood. Ensuring that the door to the wood burner is kept closed at all times.

18. When necessary prepare and submit the bar order to the Conference and Facilities Manager and Finance Officer
19. Be flexible and attend to any other reasonable requests by the restaurant manager, Conference and Facilities Manager and Director of Finance and Administration.

The Department runs courses and hosts students and guests outside of normal office hours, including evenings, weekends and bank holidays. There is an expectation that staff will work additional hours when required, to support the smooth running of the Department and its activities. Such hours will be paid as time off in lieu or in line with the University's policy on overtime.

## Selection criteria

### Essential selection criteria

In order to provide a professional waiting service to customers, the successful candidate will:

Criteria		Stage of the recruitment process when criteria will be considered:		
		Shortlisting	Practical Exercise	Interview
E1	Experience in a restaurant or hospitality environment	x	x	x
E2	Have excellent communication skills	x	x	x
E3	Good organisation skills	x		x
E4	Ability to maintain good standards and have excellent attention to detail	x	x	x
E5	Demonstrate experience of providing good customer service	x	x	x
E6	Have a good personality, enthusiasm and energy		x	x
E7	Knowledge of food safety and preparation qualifications	x		x
E8	Experience of supervising staff and organisation of staff	x		x
E9	Knowledge of word, email and catering software	x		x

### Desirable selection criteria

D1	Bar and Barista Experience	x	x	x
D2	Control of bar stock	x		x

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

### Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Regular manual handling
- Open food handling

### About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

### Department for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has circa 15,000 student enrolments on its courses and programmes. Our main areas of work are in continuing and professional education, and we engage with individuals and organisations locally and globally. The Department is headed by the Director, and the senior management team. There are over 200 members of staff in the Department. Departmental facilities include a Residential Centre (with a hotel and catering operation), Common Room, Library, Lecture Theatre and a range of teaching and computing rooms, many with state-of-the-art facilities for hybrid teaching. We have a dedicated online course production unit, Technology-Assisted Lifelong Learning (TALL), which specialises in course development and consultancy.

For more information please visit: [www.conted.ox.ac.uk](http://www.conted.ox.ac.uk).

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly [personnel@conted.ox.ac.uk](mailto:personnel@conted.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

### Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme which is available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

### University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We have excellent childcare services, including five University nurseries as well as places at many other private nurseries. See <https://childcare.admin.ox.ac.uk/>

We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

### Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

### Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

### Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>