

Job Title	Hospitality Team Leader
Job Family	Catering Department
Line Manager	Operations Manager
Key Stakeholders/Internal Customers	Head of Catering Executive Chef Hospitality Chef School Staff & Pupils Repton Enterprise
Hours	40 hours per week, 5 days out of 7 days plus, Enterprise hours to be discussed at interview *Please note this role will include the need to work weekends and evenings to suit the requirements of the department generally between 08:00-20:00
Holidays	
Location	Repton School
Salary	£14.12
Role Overview	
To support the Operations Manager / Deputy in the delivery and running / supervision of day-to-day hospitality and events as required. Supporting the Op's Manager / Deputy in coordination with all stakeholders & team members to ensure clear communication of resources required to deliver the services dependent upon the demands of the business and the service level agreement. To act as a point of contact for all customer groups using the facilities within your control. Whilst focusing on the Senior School, this role is through School and covering both sites (Repton Snr and Repton Prep) as necessary, as well as Repton Enterprises	
Role Outcomes	Key Performance Indicator(s)
Service and Delivery – To support the Op's Manager / Deputy focusing on the service and delivery of all aspects of hospitality / event delivery within catering. A hands on approach is required along with supervision of events to ensure service is delivered to a high standard	Feedback from internal stakeholders Quality of Service – review and feedback
Compliance - Assist in delivery of compliance with all Food & Beverage policies, standards and procedures by training, supervising, follow-up, and hands-on management. Maintain service standards in the school catering areas including the cleanliness and presentation of the rooms.	Compliance with EHO and Health & Safety legislation and Repton School policies and procedures
Performance - To support the Op's Manager / Deputy in the delivery of all hospitality/catering across all areas of Repton School and Repton Enterprise	Feedback On job observations and 121's Correct use and allocation of duties & resources as laid out by Op's Manager / Deputy
Budgetary Control. Support the Op's Manager / Deputy to deliver the departments financial budget around Team & casual resources / Non-Catering spend	Spend vs Budget Efficiency over time

Role Responsibilities

Service Provision and Delivery

Create a warm and welcoming environment for our students, staff, and guests.

Ensure that all requests and queries are responded to promptly and effectively and an exceptional service is always delivered.

Familiarise yourself with the menu and information about the food and beverage offering available to answer any questions posed.

Ensure efficient and safe delivery of all food and beverage orders in line with expectations ensuring an exceptional level of service is always maintained, supervising team members as required.

Ensure efficient set up and clear down for each event.

Ensure the hospitality areas are clean and well presented.

Deal with customer complaints arising during an event in a professional manner facilitating a resolution or escalating to Op's Manager / Deputy.

Ensure all procedures are conducted in line with agreed procedures when taking payments directly from customers.

Prepare all back of house service points for any event, as necessary.

Support the kitchen staff as and when required and in accordance with hygiene and safety regulations.

Supervise staff to ensure all hospitality events are delivered to the correct standard.

Deputise for the Deputy Op's Manager in their absence.

Health and Safety/Compliance

Ensure adherence to all procedures within the School's Health & Safety manual.

Ensure compliance with the agreed health and safety policy and the completion of daily due diligence diary, adhering to COSHH regulations regarding food, equipment, materials, and general safety.

Ensure that all catering personnel maintain high standards of cleanliness, personal hygiene, and appearance.

Ensure the relevant HACCAP plan is adhered to at all times and that all required documentation relating to food safety, including but not limited to Allergy matrix, temperature control forms and daily cleaning schedules for front of house are accurately completed and filed in accordance with relevant legislation for refreshments and special events.

Other Responsibilities

Operate within the ethos, culture, overall aims & policies of the school.

Assist in the training of all staff in front of house food service for hospitality / events.

Assist the Op's Manager / Deputy in the effective induction of new team members, and ongoing training for existing team members, record in training records.

Work flexibly and undertake when required other duties associated with supporting the needs of the school such as functions or Repton Enterprise business.

Any other duties as the School may reasonably request.

Person Specification

Relevant Prior Experience

You should be a strong communicator, able to engage positively across a wide range of customers and colleagues.

You should possess strong customer and personal service skills and have a proven track record of customer service achievements

Ability to both supervise and work as part of a team

Planning and organisational skills embracing a proactive approach to work issues

Personal integrity and confidentiality strong customer service ethos

Able to build and maintain relationships with colleagues and customers, with strong focus on their needs

Level 3 / intermediate food safety certificate (or willingness to complete)

Attention to detail

Computer literate

Candidate Profile

High energy, resilient, can-do attitude, proactive and flexible approach

Previous supervisory experience, with the able to work calmly under pressure.

Keen to support staff and pupils, whilst working towards the school's ethos & objectives

Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors

Well organised, used to working accurately at pace

Care and attention, particularly for all aspects of food presentation & safety

Full UK driving license

Personal License holder (Or willingness to complete)

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the school may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at

[https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment- Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf](https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf)