VACANCY: BUTLER

Wolfson College is one of the 31 Colleges in the University of Cambridge and provides an academic home for over 900 students aged 21 or above, 200 Fellows, 300 senior members and 100 staff. There are more than 450 residential units on site, housing over 500 residents. The College is the most cosmopolitan in Cambridge, which together with its egalitarian ethos, helps to create a very friendly working environment. Full details of the College are available at www.wolfson.cam.ac.uk

An opportunity has arisen for a Butler to join our team at Wolfson College. The College has a passion for delivering a very high standard of service. We are seeking a Butler with the professionalism, commitment and experience to deliver excellent service to our customers.

HOW TO APPLY

Please complete a Wolfson College Application Form and send it, with a covering letter, setting out why you feel you are suitable for this role, to arrive by 12.00 noon on Monday 5 February, to:

Mrs Sally Cullen (ref. Butler)
Personnel Manager
Wolfson College
Barton Road
Cambridge CB3 9BB or by email to: jobs@wolfson.cam.ac.uk

You can download the Application Form from the Wolfson College website at www.wolfson.cam.ac.uk/jobs

TERMS AND CONDITIONS

Starting salary: The starting salary for this post is £25,124

Benefits: Membership of the NOW: Pension scheme (www.nowpensions.com)
25 days’ holiday per year, plus public holidays
Meals on duty
Free parking
Uniform
Use of the gym and Library
A healthcare cash plan
The College operates a childcare voucher scheme for staff
Cambridge University offers a subsidised staff accommodation rental scheme to University and College employees

Days/Hours: An average of 40 hours per week, or as required for this role, working a variety of shifts (5 days out of 7). Due to the nature of the role the successful applicant will be expected to work weekdays, weekends and some Bank Holidays.

Term of appointment: The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one month’s notice on either side. Following the successful completion of the probationary period, the period of notice would be two months on either side.

Wolfson College is an Equal Opportunities Employer
Job title: Butler

Responsible to: The Food Services Manager
The Domestic Bursar has overall responsibility for the department

Job role: To ensure the smooth, efficient operation of the food and beverages services role in the College for students, College members, staff and private functions; follow all standards and procedures issued by the College; to adhere to food safety and health and safety legislation.

Duties and responsibilities

Food and Beverage Service:
• To provide professional, polite, efficient and timely service at all events for students, Fellows, College and commercial clients. This includes the service at commercial/College events and the College cafeteria.
• To monitor standards of service and ensure consistency is maintained taking every reasonable opportunity to improve standards wherever and whenever possible.
• Deliver service for the College’s conference and functions business ensuring that the demands of a changing market are met as far as possible, with the ultimate aim of ensuring the College has an excellent reputation for service.

Duties:
• To direct, motivate and train all service staff that work with you, ensuring they can perform their duties effectively and to the required standards.
• To ensure that optimum use is made of staff resources, coupled with the need to keep overtime and casual staff costs as low as possible.
• To report to the Food Services Manager with personnel requirements such as rotas, time sheets and clocking-in information, reporting of sickness, where and when required.
• To be responsible for monitoring staff performance on a day-to-day basis, reporting to and liaising with the Food Services Manager.
• To liaise with the food services team to ensure they are working with a positive team spirit.
• To familiarise new staff with the training and induction programme.
• To work with the Food Services Manager, Head Chef and kitchen team, and other staff and managers, to improve and develop the catering within the College.
• To maintain good relationships with Fellows, management, students, members of the College and University, other College staff, customers and suppliers.
• To ensure that College silver (cutlery, candlesticks and ornamental ware) is always clean/polished and ready for use and to liaise with the Keeper of the College Silver in deciding when the College silver should be used. The Butler is responsible for the safe storage of the silver.
Health, Safety and Hygiene:
- To ensure the food services staff comply with all necessary statutory Health & Safety and Food Hygiene legislation and the College Food Safety Policy, where applicable.
- To ensure your team are properly and hygienically dressed and comply with acceptable levels of personal hygiene, when at work.
- To ensure all equipment is maintained and repaired as necessary by the nominated contractor.
- All staff must adopt a responsible attitude towards health and safety and comply with any procedures required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety.

Finance, Purchasing and Cost Control:
- To prepare and manage the details of events for the purposes of compiling invoices.
- To assist the Food Services Manager with the ordering (in conjunction with the Wine Steward), receiving, storage, issue and management of the administration of all wines and beverages.
- To cost and price wine lists to achieve the required margins using a formal method, in conjunction with the Domestic Bursar and Wine Steward.
- To maintain the wine cellar, ensuring all stock is efficiently and hygienically stored.
- To negotiate best prices to keep stock levels at their lowest possible level, consistent with purchasing lead times.
- To make recommendations to the Food Services Manager for the order of items of food and equipment, in relation to your role, ensuring proper management of delivery notes and invoices are followed for the checking and receipt of incoming goods.

Additional responsibilities:
- To liaise with Fellows; students; Members; staff; external suppliers; external clients; where necessary, on any relevant matters.
- To take an active interest in keeping up to date on modern trends of catering, in general.
- To undertake any other reasonable duties arising in the role of food and beverages services, as directed by the Food Services Manager or Domestic Bursar.
- To work at the service of all major College events such as: Alumni & Reunion Dinners; Matriculation Lunches/Dinners; Commemoration of Benefactors Dinner; Fellows Night; Foundation Day Dinner; College Guest Nights; General Admission Graduation Day; Congregation Lunches, College Council Dinners and Formal Halls.

Special Conditions of Service:
- Holidays must be taken in agreement with the Food Services Manager, taking into account the holiday rota for the food services department.
- All Leave, including Unpaid Leave, must be requested and authorised before you can consider it confirmed. The College reserves the right to refuse requests due to the business needs of the College.
- The uniform provided to the food service staff must be kept presentable and worn when on duty. The uniform remains the property of the College.

The above is the general job description for the Butler at Wolfson College.
### Person Specification: Butler

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications, Experience and Background</strong></td>
<td><strong>Experience</strong> as a Butler in a Cambridge College</td>
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<td>• Experience and knowledge of working as a College Butler, or similar position</td>
<td>• Recognised formal management training</td>
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<td>• Formal training certificates (NVQ’s/C &amp; Guilds)</td>
<td>• WSET Certification – in Wines and Spirits</td>
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<td>• Intermediate Level Food Hygiene Certificate</td>
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<td>• Proven track record of being able to train, motivate and coach a team of service staff</td>
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<td><strong>Technical Knowledge and Skills</strong></td>
<td><strong>Good knowledge of modern cuisines and beverages</strong></td>
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<tr>
<td>• To be able to demonstrate a high standard of technical skills associated with the service of Food and Beverages</td>
<td>• Excellent knowledge of wines and spirits</td>
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<td>• Good knowledge of wines</td>
<td>• Certified skills trainer</td>
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<td>• Good understanding of working with a formal Food Safety Policy</td>
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<td>• good level of numeracy &amp; literacy and IT</td>
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<td>• COSHH-trained and certificated</td>
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<td><strong>Personal Attributes</strong></td>
<td><strong>Ability to communicate effectively in formal meetings and briefings to the team</strong></td>
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<td>• Hospitable, pleasant, polite, proactive &amp; professional with a very good eye for detail</td>
<td>• Natural leadership skills with a proven ability to coach and mentor a team of staff</td>
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<td>• Clear recognition of the work ethic required to fulfil the role</td>
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<td>• High level of spoken English (this is essential to carry out the duties of the position and for Health and Safety training)</td>
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<td>• Reliable, punctual, trustworthy and honest</td>
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<td>• Flexible and shows initiative with a clear desire to help and a can-do attitude</td>
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<td><strong>Team and Management of Work Skills</strong></td>
<td><strong>To set very high standards of behaviour within the department</strong></td>
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<td>• Able to work under own initiative as well as part of a team</td>
<td>• To be an excellent ‘team player’</td>
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<td>• Able to communicate effectively and maintain a good working relationship with members of the team, the management of the College, and in particular with the catering, accommodation and conference teams</td>
<td>• Able to adapt to the different needs of working within the College environment</td>
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<td>• To be decisive, calm and reactive with a positive demeanour at all times</td>
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