



## Job Description

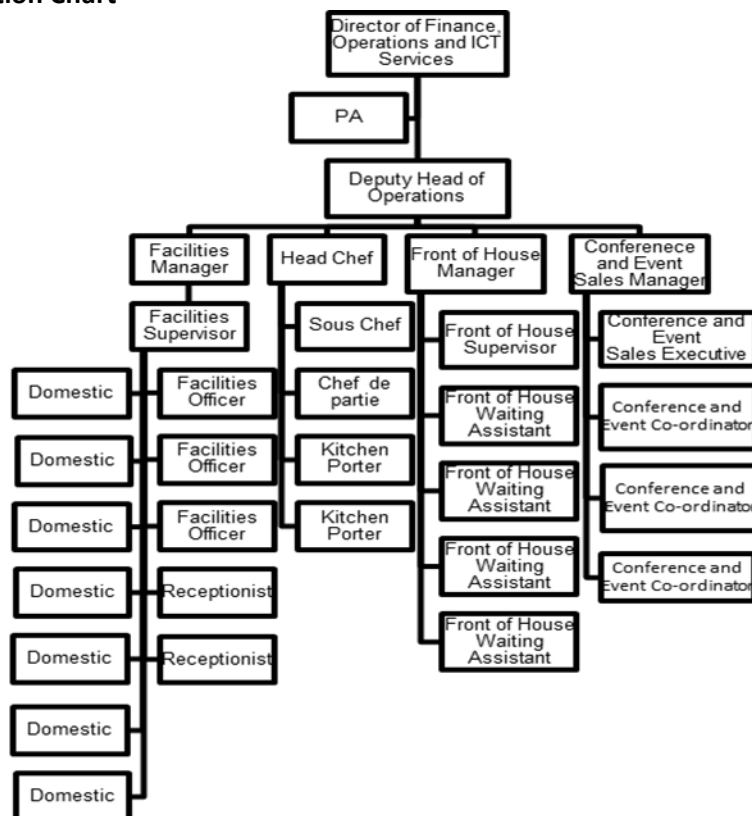
### Section 1 - Description

**Job Title:** Front of House waiting assistant  
40 hours per week, 5 days over 7 -Maternity Cover( 3 months)  
**Location:** Operations  
**Reports to:** Front of House Supervisor  
**Grade / Salary:** Grade 2 - Salary £26,208  
**Date:** Oct 2025

### Section 2 - Job Purpose

The post holder's key role is to ensure the College's food and beverage service requirements are met and carried out to a high standard on a day-to-day basis.

### Section 3 - Organisation Chart



#### **Section 4 – Dimensions**

- 14,000 clients served annually
- Preparation and service for over 800 meetings and events per annum
- No staff or budget responsibility

#### **Section 5 - Main Responsibilities and Role**

- Delivery of high service standards at all functions
- Service of food and beverages in accordance with College standards or client requirements
- Handling of special dietary requirements and requests, including allergen information
- Preparing and clearing function rooms to a high standard
- Ensuring all crockery, cutlery and glassware is clean and highly polished prior to functions, maintaining College standards
- Monitoring and reporting on stocks of crockery, cutlery, glassware and linens and ensuring that College maintains appropriate stock levels
- Carrying out kitchen duties as required to assist in the smooth running of the catering service
- Checking the catering daily report to ensure all requirements are met
- Providing guidance and support to agency staff on College FOH practices

#### **Section 6 – Planning and Organising**

- Organise equipment required for functions
- Organise place settings for functions

#### **Section 7 –Decision Making**

- Decide on the priorities for the preparation and clearing of rooms based on the events scheduled each day
- Take personal responsibility when on duty and to issues arising during an event

#### **Section 8 - Internal and External Relationships**

##### **External:**

- Customers – daily
- Deliveries – daily
- Agency staff – frequently

##### **Internal:**

- Front of House Manager – daily
- Front of House Supervisor - daily
- Head Chef – daily
- Fellows and Members – daily
- Other College staff - frequently

## **Section 9 - Knowledge, Experience and Skill Set Required**

- Customer focused - (essential)
- Good communication and interpersonal skills - (essential)
- Knowledge of function venue preparation - (desirable)
- Basic knowledge of foodstuff and food dishes - (desirable)
- Bar experience - (desirable, but training will be provided)
- Ability to learn and carry out food safety and hygiene procedures associated with food service - (essential)

## **Section 10 – Job Context and Special Features**

Due to the timing of events and functions, the post holder will be expected to work early mornings, evenings and weekends. A flexible approach to the role is required.