



FURTHER PARTICULARS

SENIOR COMMON ROOM AND HALL SUPERVISOR

Job Title:	Food Service/SCR & Hall Supervisor
Location:	Merton College
Department:	SCR & Hall
Responsible to:	The Head Steward
Contract Type:	Permanent, 40 hours per week
Salary:	£31,428.80 per annum

Merton is one of the oldest and most beautiful colleges in Oxford, tucked away behind the High Street, with glorious views across Christ Church Meadows but within easy reach of other University buildings and the city centre. We are a vibrant, diverse, inclusive community with an exceptional record of academic success.

The College community currently comprises around 610 students (300 undergraduate and 310 graduate), alongside some 70 Fellows, 40 other academic staff, and over 120 members of support staff. We admit c.90 undergraduate students and a comparable number of graduate students each year across a range of Humanities, Social Science, and Science subjects.

More information about the College is available on our website: www.merton.ox.ac.uk.

Main purpose of the role

Your line manager will be the Head Steward but you will report on a daily basis to the Head Butler and Hall Steward. The SCR & Hall Supervisor will be expected to supervise the SCR & Hall team to ensure a high level of customer service to members and visitors of the College is provided. This will include the supervision of the catering for events held in other areas of the College.

Main Duties

- Establish and maintain a high level of Customer Service by performing various catering duties for SCR Fellows, Students, College Staff, visitors, Conference and Dinner guests as well as at College events.
- Supervise, hire, train and develop staff through effective communication and continued coaching and performance management to ensure the team functions effectively, are motivated and involved in the business.
- Provide practical support and direction to the team to ensure that the needs and demands of customers are met at all times.
- Take responsibility for queries raised and recognise issues which may interfere with customer satisfaction, take action to rectify and where appropriate alert others where necessary.
- Set up furniture and maintain equipment for seminar, teaching, conference or

- other purposes ensuring it is safely returned in good working order after use.
- Be fully aware of all facilities and events, those that are on-going or taking place within the College.
- Deliver the service to customers effectively, ensuring the requirements of the college health and safety policy and procedures are met and continuously improved to ensure a safe working environment at all times.

Experience Required

Essential

- Able to lead and work as a part of a team.
- Able to lead by example and offer clear direction.
- Experience as a Food service Supervisor.
- Be uncompromising in achieving high standards.
- Excellent interpersonal skills, well presented and have an interest and appreciation of fine food and drink.
- Good communication skills.
- An enthusiastic approach to your work.
- Flexibility in your duties and working hours.
- Reliable and punctual.
- A good understanding of spoken and written English, with the ability to communicate effectively with a wide variety of people, including Fellows, College Staff, Students and external clients.
- Experience of working in a customer service environment.
- Able to follow instructions.

Desirable

- Catering and customer service qualifications.

Salary and Benefits

The salary for this role is £31,428.80 per annum. Overtime is also applicable to this role. Overtime will be required at certain times to cover absence and holidays or other operational requirements.

The position holder will normally be working 40 hours, straight shifts over 5 days a week from Monday to Sunday, which may include three different types of shifts per week, the times of which are normally scheduled between:

- o Morning 7.30am to 2.30pm
- o Afternoon 10.30am to 9.30pm
- o Evening 5.30pm to 9.30pm

Times of work will vary in accordance with the weekly duty roster notified to you in advance by your Head of Department and may include weekends and public holidays. There may also be occasions when applicants will be required to work some split shifts to meet operational needs.

The post holder is eligible for membership of the University of Oxford Staff Pension Scheme (OSPS), which is a contributory scheme, free medical insurance (which is assessable as a taxable benefit), 30 days holiday per year (excluding bank holidays), free car parking, cycle to work and electric car schemes and loans for the purchase of seasonal travel passes. The College has a gym, which is free to use for staff and there are a number of organised activities such as yoga and circuit training that are also free for staff. Meals in College are provided free of charge when on duty.

Application Process

Those wishing to apply for this post should complete the online Application form at www.merton.ox.ac.uk/about-merton/vacancies **and** e mail to vacancies@merton.ox.ac.uk the following in the named format '**Last Name First Name Application**':

- a Covering letter
- a CV

Please put your **last name and 'SCR & Hall Supervisor'** in the email subject line.

Closing date: The vacancy will only remain open until a suitable candidate is appointed. Early application is encouraged.

Candidates are encouraged to complete the Equal Opportunities Recruitment Monitoring form at the end of the Application form. The information collected on the equal opportunities recruitment monitoring form does **not** form part of the selection process and will **not** be circulated to the selection panel. It will be used solely to monitor the effectiveness of the College's Single Equality Scheme which is published at www.merton.ox.ac.uk/about/college-policies.

The position may be discussed further with Margo Skalik, the Steward by email at vacancies@merton.ox.ac.uk.

This appointment will be determined only by personal merit and the application of criteria related to the duties of the post. No applicant will be treated less favourably than another because of sex, gender reassignment, marital status or civil partnership, pregnancy or maternity, racial group, disability, age, religion and beliefs or sexual orientation.

Merton College is an equal opportunities employer.