

Food & Beverage Manager

Institute of Continuing Education

Closing Date: 03 November 2024

Job Reference: EA43608



Food & Beverage Manager, Madingley Hall and Gardens

Salary (Grade 5):

£29,605 - £33,966 per annum

In addition to the base salary stated above, the successful candidate for this post will receive an additional 2.5% supplement to their pay.

Contract:

Permanent

Location:

Madingley, Cambridge

Faculty / Department:

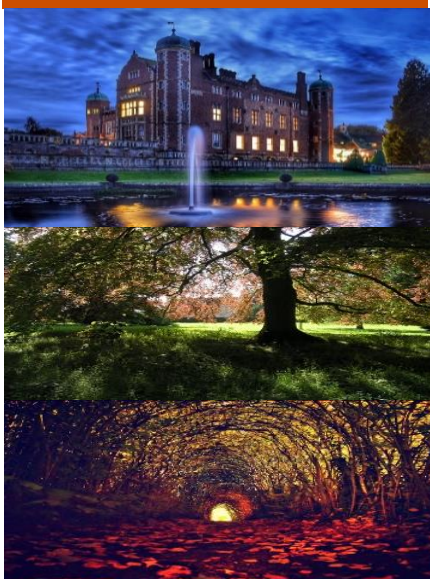
Institute of Continuing Education

Responsible to:

Deputy General Manager

Working Pattern:

Full Time - 36.5 hours per week, working Mon-Sun on a rota basis (including evenings, weekends and Public Holidays).



Purpose of the role

Madingley Hall is owned by the University of Cambridge. It is a Grade I listed building, first constructed in 1543, located in the village of Madingley which is around four miles to the west of the City of Cambridge.

Madingley Hall has 13 meeting rooms, 62 ensuite bedrooms, a Lodge House available as rentable short-stay accommodation, a 24-hour reception service, professional kitchen, licensed bar, coffee shop and is set in 8-acres of grounds including superb Capability Brown designed gardens.

Madingley Hall is also the headquarters of the University of Cambridge Institute of Continuing Education. This includes the Institute's office accommodation, as well as providing teaching space, catering and bedroom accommodation for residential courses.

The Food and Beverage Manager will be responsible for managing the co-ordination and the continued development of the food and drink elements of the business. The role requires flexibility, excellent customer service skills, a desire and enthusiasm to work hard within this diverse and challenging business.

The role is operational as well as being key in supporting the Deputy General Manager, Head Chef and Business Development Manager; the role-holder will be involved in the organisation and planning of the business throughout the year to ensure the ongoing development of the conference, event and internal business.

The Food and Beverage Manager will report to the Deputy General Manager, and will directly line-manage Food and Beverage Supervisors on a day to day basis, and all Food and Beverage Assistants. They will also oversee a varying number of staff on shifts accommodating business activity in

the Hall when performing Duty Manager responsibilities, for which there is a shift rota shared between the various managers.

This role will support the Hall Operations Manager and other team managers to ensure a cohesive and effective hospitality service is achieved. They will have no exclusive budget responsibility but will contribute to budget discussions and monitor expenditure in their area, processing orders, liaising with suppliers, reporting discrepancies or problems to the Hall Operations Manager and suggesting improvements to enhance service and efficiency, and proactively avoid repeat issues.

Key Responsibilities:

The role-holder will contribute to the business by:

- Bringing expert skills and experience to the smooth running of the food and beverage side of the events/accommodation business at the Hall. They will advise and report to the Deputy General Manager, and offer insight into potential improvements and efficiencies by being hands-on and involved in the co-operative running of Hall operations.
- Having an awareness of the cost implications of staffing and expenditure decisions and contribute to forward planning in order to ensure the most effective and efficient provision of products and services.
- Complying with Institute, University and government standards for health and safety and other industry requirements, e.g. food handling, licensing, etc.
- Ensuring that performance levels and staff development opportunities are monitored and reported appropriately to General Manager
- Training and supervising staff.

Key responsibilities continued...**Food and Management**

Management of all Food and Beverage services areas

- Leads the management and organisation of staff and services to ensure economic and effective use of labour and resources to achieve an appropriate level of customer satisfaction
- Ensures meals and services are provided at programmed times and to the Departmental standard whilst on duty
- Ensuring compliance with all relevant food hygiene and health and safety legislation whilst on duty
- Ensuring compliance with relevant legislation surrounding the sale of alcohol
- Liaises with the Business Development Manager and Head Chef with regards to client catering and service needs
- Liaises with clients with regard to full and detailed planning of catering events, all arrangements, menus etc.

Personnel

- Supervise staff whilst on duty (currently up to 5 full time and 20 occasional Food and Beverage Service staff), addressing performance issues during service
- Provides feedback to the Deputy General Manager on staff development requirements, and recommends when formal disciplinary procedures may be required
- Within Food and Beverage services formulates and monitors work methods and timings.
- Whilst on duty resolves personnel difficulties with staff, referring individuals to senior management as necessary
- Leads the Food and Beverage Service team, providing management and guidance in order to motivate individuals and groups

Customer Service

Maintains and develops standards of customer service to ensure customer satisfaction. Examples:

- Leads the Food and Beverage service team to ensure standards of service are maintained
- Quality checks service provided directly with guests
- Develops systems and procedures to improve customer service
- Provides a food and beverage service to guests

Logistics

- Manage and controls the stock of crockery, cutlery and glassware, undertaking the management of monthly stocktakes and ensures appropriate levels are maintained and stock loss identified
- Ensures effective use of labour resources to meet the needs of the client and within agreed budgets
- Reviews and revises operational and financial control systems when necessary
- Responsible for security of stock and equipment within areas of responsibility
- Manages and controls the purchase of stock for bar and beverage services to ensure that correct stock levels are held at all times and the needs of the customer are met

Operations

- Maintains the presentation, hygiene and cleaning of the food and beverage service areas to ensure appropriate standards are complied with.
- Assists with the service of food and beverages as dictated by business and staffing levels
- Assists with food and beverage service
- Assists with lay-up and clear-down and clearing
- Assists with wash up as necessary
- Assists with other areas of the Halls hotel service activity as necessary

Communication

- Communicates appropriate information directed from management and clients to the team so they are appropriately informed
- Liaises with the Hall Operations Manager, Head Chef and Conference and Sales Manager to ensure food service arrangements are appropriate to the level and styles of service
- Liaises with customers on a daily basis with regards to detailed arrangements for events and individual catering needs to ensure appropriate arrangements are made.

Duty Management

Where required to provide cover, act as Duty Manager:

- Coordinates the work and activities of all Departments whilst on duty
- Provides liaison with course organisers and individuals organising services as required, including initial welcome to the venue and confirmation of the day's event
- Provides operational assistance, as necessary, to maintain standards of customer service
- Attends any customer difficulty, grievance or complaint whilst on duty
- Deals with any emergency situation e.g. fire, service breakdown, theft etc.
- Handles cash and card receipts from tills at the end of shifts and ensures these are securely delivered to Finance staff in a timely manner.
- Provides safety and security monitoring whilst on duty, including observing CCTV, reacting to alarms, observing movement around the site via an access control system. Takes action in the event of security incidents, contacting University Security and Police as appropriate.

**This document outlines the duties required of this role. It is not a comprehensive or exhaustive list and may vary to include other reasonable requests as directed by University management.*

Person Specification

Criteria	Essential	Desirable
Education		
<ul style="list-style-type: none"> Level 2 Food Hygiene Have or working towards HND/Degree or professional qualification - preferably in Catering or Hospitality Management) BIIAB Personal License or ability and willingness to obtain one 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
Experience		
<ul style="list-style-type: none"> Experience of delivering training and developing for staff and managers – both one to one and in groups Considerable management experience in similar hotel, conference or other leisure retail environment Experience of delivering training and developing for staff and managers – both one to one and in groups Considerable management experience in similar hotel, conference or other leisure retail environment 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
Skills		
<ul style="list-style-type: none"> Good IT skills - knowledge of Microsoft Office packages and Hospitality bookings systems Excellent staff management skills with experience of managing large teams Good knowledge of Health and Safety legislation – particularly food safety and licensing laws Excellent written and verbal communication skills Ability to converse with a wide range of clientele 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
Additional Requirements		
<ul style="list-style-type: none"> Flexibility in working hours as shifts regularly include evenings and weekends Ability to work as part of a team and be able to work on own initiative, to tight deadlines and under pressure Willing to engage in physical work where required, e.g. assisting with Hall operations 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

The Institute of Continuing Education



The University of Cambridge Institute of Continuing Education (ICE) acts to support the specific learning and pastoral needs of part-time students at the University of Cambridge. Through collaborative partnerships across the Collegiate University, ICE develops and delivers high-quality, differentiated, academic courses for professional development and personal enrichment to a diverse range of adult learners.

ICE is closely integrated with the University's mission to support learning throughout life, innovations in teaching and learning, interactions with business and industry, community engagement and international outreach.

ICE consists of c.125FTE academics, administrators and the Hall team. ICE's teaching is further supported by c. 400 part-time tutors and examiners. ICE currently offer around 300 courses a year which include day schools, residential weekend courses, fully online courses, summer programmes primarily for international students, bespoke courses, award bearing sub-degree courses and part-time

matriculated Master's degree courses. ICE's courses span a range of fields, with students studying for professional development or personal enrichment. At present there are c. 8,000 course enrolments each academic year and our new strategy incorporates ambitious plans to grow to around 10,000 enrolments per annum by 2025.

Our activities primarily take place at Maddingley Hall (a residential Grade I listed building), which provides facilities for conferences and events, and a full hotel service. Maddingley Hall has 13 meeting rooms, 62 ensuite bedrooms, a bar and lounge, set in 8 acres of grounds (including Capability Brown designed gardens). The Hall is located approximately four miles west of Cambridge.

The Institute's annual turnover is approximately £9 million with reserves of £4 million.

The Institute of Continuing Education is a non-school institution supervised by the General Board.

Terms of Appointment

Tenure and probation

Appointment will be made on a permanent basis.

Appointment will be subject to satisfactory completion of a probationary period which will be set dependant on the length of tenure.

Hours of Work and Working Pattern

The hours of work for the position are full-time / 36.5 hours per week, working Monday to Sunday variable on a rota basis (including evenings, weekends and Public Holidays).

It should be noted that in Continuing Education classes, open days, awards ceremonies etc often take place at the weekends and evenings.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. ^[1]_[SEP] We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to

assist them during their employment.

Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hradministration@ice.cam.ac.uk.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



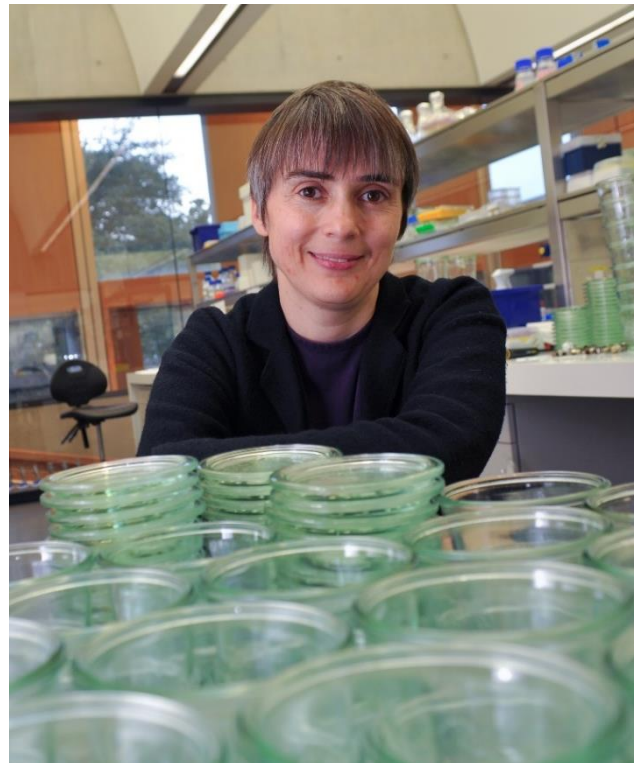
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/relocation>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.



CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

David Toulson-Burke, General Manager

Email: david.toulson-burke@ice.cam.ac.uk

If you have any queries regarding the application process, please contact hr@ice.cam.ac.uk

The closing date for applications is: 03/11/2024

Interviews will take place on week commencing 18/11/2024.