ROBINSON COLLEGE
STANDARD OF PERFORMANCE JOB DESCRIPTION

JOB TITLE CATERING AND CONFERENCE OFFICE ADMINISTRATOR
RESPONSIBLE TO HEAD OF CONFERENCE AND CATERING SERVICES, DEPUTY CATERING MANAGER, CONFERENCE AND EVENTS MANAGER

MAIN PURPOSE:
- To provide administrative support for the catering department
- To provide reception/telephone staffing for the office
- To be the first line of contact for student and college enquiries
- To handle conference enquiries in the absence of the Conference team by taking all necessary details to enable the enquiry to be responded to at the earliest opportunity.
- To support the catering management team with all financial processes and reporting tasks.

KEY AREAS AND STANDARDS OF PERFORMANCE:

1. TASK LIST AND RESPONSIBILITIES: The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc basis.
1.1 See attached task list
1.2 To assist in developing the role to fit in with future procedural changes as required.
1.3 Carry out any other tasks that may reasonably be asked of you.

2. PUNCTUALITY, ATTENDANCE & APPEARANCE: The punctual and timely attendance at work, dressed as required to perform duties as scheduled.
2.1 To be ready to commence duties at the appointed time.
2.2 To account for any lateness as soon as possible.
2.3 To work those hours required (in agreement with your Manager) to meet the needs of any conferences or events for which you are responsible. This may require evening and/or weekend working.
2.4 To notify your supervisor/manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook.
2.5 To dress in the required business attire in accordance with the set Appearance and Dress Code.
2.6 To pay appropriate attention to personal hygiene.

3. ATTITUDE TO WORK & CARRYING OUT INSTRUCTIONS: Willingness and enthusiasm with which work is carried out.
3.1 To be reliable in the carrying out of instructions and tasks and to operate on a “right first time every time” basis.
3.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly.
3.3 To listen carefully to instructions and to carry them out as directed.
3.4 To check if you have not clearly understood what is required of you.
3.5 To ensure that tasks are completed in a timely fashion and by the deadlines/schedule set.

4. PRODUCT KNOWLEDGE: The knowledge and experience required to carry out this job to the expected standard.
4.1 To undertake training as required in order to develop and improve your knowledge and expertise.
4.2 To be able to help and direct others accurately/correctly.
4.3 To develop general knowledge of the College location and layout, other departments’ services and products and this department’s services and products.
4.4 To operate all computer programmes within the context of your job, competently and with clear understanding of routines and processes.

5. CUSTOMER RELATIONS & SALES OPPORTUNITIES: Putting the customer’s (conference guests, students, Fellows and staff as well as internal customers), needs first and taking opportunities to promote our products.
5.1 To always operate with a warm and friendly welcome.
5.2 Understand and deliver the needs of the customer efficiently, within the required time scale and to the set standard.
5.3 Demonstrably “go the extra mile” for customers.
5.4 Ensure appropriate follow-through – confirmations and responses within 2 working days.
5.5 Ensure no typographical or spelling errors in any written work. Check everything before publishing.

6. ATTITUDE & BEHAVIOUR: Positive interaction with other members of the team, supervisors and managers. General demeanour whilst at work.
6.1 To empathise with the individuals within the team to form positive relationships.
6.2 Positively participate to help create a good team atmosphere.
6.3 To be constructive in communication with others, be cooperative and helpful and be supportive as needed.
6.4 Honest and trustworthy. Pleasant in nature.
6.5 Keep your line manager advised of matters which may affect the smooth running of the department.

7. COOPERATION WITH OTHER DEPARTMENTS: Carrying out of tasks with a spirit of cooperation and interest in the needs of other departments and their staff.
7.1 Demonstrate an understanding of other departments’ requirements and be supportive and helpful to them.
7.2 Ensure that College office deadlines are met.
7.3 Provide assistance to the operational catering team as required.

8. CASH HANDLING AND STOCK SECURITY: Being accountable for any monies that this role has in its possession and the secure retention of College
and others’ stock and possessions.
8.1 Always ensure that all cash/monies are securely stored.
8.2 Account for all takings – groups payments, top-ups
8.3 Ensure that doors are locked as required and that keys are held securely.
8.4 Accurate stock counting to ensure that stock management is maintained.
8.5 Ensure appropriate stock rotation of office supplies.

9. FOOD HYGIENE: Carrying out duties in a safe way so that no-one is put at risk from food hazards.
9.1 Attend training as required.
9.2 Maintain your own personal hygiene to the required standard and report any incidence of illness as defined within the ASC policy.
9.3 Follow policy on the service of food as defined in the ASC policy.

10. HEALTH & SAFETY & OTHER LEGAL ASPECTS: The carrying out of duties so that self and others are not put at risk from general hazards.
10.1 Operate in a manner so as to ensure that you do not put yourself or others at risk.
10.2 Report any hazards that you observe.
10.3 Adhere to the Health & Safety policy and procedures at all times.
10.4 Demonstrate good sustainability awareness and act accordingly.

CJ MARCH 2019
### General/Daily Tasks

**Formal Hall**
- Fellows wine @ High table recording
- Maintain Formal Hall attendance spreadsheet for budgeting purposes
- Maintain Choir Hall spreadsheet for charging termly
- Book Choir members into Hall weekly
- Check final booking times for Formal hall and other events to ensure they close as per advertises date/times
- MCR Free meal processing, recording and refunding

**Administration for Group booking dining in hall**
- Recording and entering names into EPOS
- Coordinating group booking for halls with Food Service
- Special Diet tickets for Formal Halls

**Accurate Solution/Till**
- Epos system – Meal Booking, Stock, Members

**Add new members to Mercurey and keep updated**
- Accurate – Tills, Amend keyboard buttons, change prices, turn discounts on/off, loyalty etc. on/off as required for the operation.
- Check & fix members cards not working.
- Charging Till Fellows meals via till

**Stock Control**
- Wine Stock data management and accounting
- Wine a updating in liaison with Fellows Wine steward
- Wine cellar stock taking
- ‘En Primeur’ wines procedure
- Annual investment increase on laid down and Fellows wines
- Keep stock coding in correct number ranges
- Bar/RBC Stock data management and accounting
- Daily Bar/RBC stock booking in/out
- Keep stock of Booking out sheets pre numbered for: wine cellar & 3 Bar Stock areas
- Replace the stock when issued
- Ensure up to date stock lists are provided to enable staff to record stock correctly when booking out

**Kinetics**
- Compile weekly catering function sheet in CJ absence
- Process additional catering requirements as and when i.e Birthday cakes
- Being aware of setup time required for catering events when room bookings are made
- Coordinating with AV for Fellows/Student events
- On-line event set up for internal student events

**Teaching Room Bookings** for College members
- Dealing with Umney Theatre bookings/permissions – new procedure
- General room bookings for College (ROLLING CHECK MONTHLY)
- Knowledge of these events and how they affect the availability of space
- Shown how to do Postings

**Invoicing**
<table>
<thead>
<tr>
<th><strong>Supplier P.O. invoicing processing</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly processing for payment of statements/invoices for Department, using internal database to calculate VAT and coding splits</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Administration</strong></th>
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</thead>
<tbody>
<tr>
<td>Issuing of permission forms for Bops etc.</td>
</tr>
<tr>
<td>Keep stock of Food labels for kitchen ready to go, replace when issued: Vegetarian, gluten-free, etc.</td>
</tr>
<tr>
<td>Table plans and names places using ‘Perfect Table Plan’</td>
</tr>
<tr>
<td>Keep records of licensed trained people, staff and students</td>
</tr>
<tr>
<td>Responding to enquires in the absence of the Conference/Events staff, taking all details and passing to the Conference Team.</td>
</tr>
<tr>
<td>Responding to internal enquiries, gaining all details and entering into KX, able to invoice internal events</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Diary Management</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Room bookings/knowledge of rooms</td>
</tr>
<tr>
<td>Menus/menu content sheets</td>
</tr>
<tr>
<td>Blue Peter Specialist (Bleu Pierre)</td>
</tr>
</tbody>
</table>
| **MONDAY** | Deal with College Choir booking for Tuesday hall, amend numbers and enter names, record on termly charging spreadsheet  
Till Rolls collect cash forms when in College Office  
Enter stock data for Drink stock  
Carry out casual wage procedure in DCM’s absence (if monthly submission is due) or as delegated  
Open and distribute mail  
Dinner/lunch menus for any functions not already done for the week  
Float envelope to AM  
Wine and Bar stock reports  
Maintain office beverage service equipment and supplies:  
(Ensure there is always sufficient supplies of beverage sachets, sugar, milk and water and cups and glasses.) |
| **TUESDAY** | Record Tuesday Lower hall attendance on the breakdown spreadsheet  
Record wine purchased on line for hall  
Billing of Fellows meal and wines from last week including on-line reports from Meal booking (Still TBC)  
Bill Tuesday high Table attendees through Epos  
Enter data for Drink stock  
Open and distribute mail  
Filing  
Maintain office beverage service equipment |
| **WEDNESDAY** | Till Roll/cash reconciliation processing for the Bar and Garden Restaurant  
Enter data for Drink stock  
Open and distribute mail  
Function sheet for catering distribution  
Type up menus for next week and send, menu items sheets to Chef for approval.  
Produce menus once approved, always work at least one day ahead  
Maintain office beverage service equipment |
| **THURSDAY** | Add wines to High Table menus: Copy to food service & Stores  
High Table list of diners after 2 pm print list in seniority order  
Enter data for Drink stock  
Open and distribute mail  
Filing  
Check stationary stocks, envelopes (all types), card etc. by photocopier  
Maintain office beverage service equipment |
| **FRIDAY** | High table list of diners send to Wardens secretary for approval  
Enter data for Drink stock  
Open and distribute mail  
Run off menus for High Table and lower hall (term-time only) or Dinner menus for the weekend  
Conference time lunchtime list to HODs (Conf period ONLY) for following week  
Clean Coffee machine  
Maintain office beverage service equipment |
### MONTHLY

| WEEK 1 | Invoices/statements checking and stamping for payment by 16th of month  
| Honour bar charging from SCR  
| Update KX entering College bookings 2 years hence (rolling) to ensure all fixed events are blocked off. |

| WEEK 2 | Invoices/statements checking and stamping for payment  
| Room hire report, correctly coding room usage |

| WEEK 3 | Check invoices raised on KX by 10th of month  
| Update Consortium expenditure spreadsheet – New rebate report available  
| Keep Consortium Suppliers updated |

| WEEK 4 | Stock checks of Bar in liaison with the Bar manager and Wine cellar with DCM/Cellar manager carried out monthly all stock movement to be processed in time for this liaise with Simon  
| Other stock areas as required |

### TERMLY TASKS

- Hall menus, type up issue to Fellows Steward,  
  Email to all Fellows/Senior Members – a few don’t have computer access

- Enter Hall menus on to Epos which will automatically load into the website. Always enter Lower hall first and then High table with a BOLD title to distinguish the 2 meals from each other.  
  Set up of Formal Hall and High Tables on line

- On-line dinner bookings (Events booking on intranet) *procedure explain*  
  Put up sign up lists in lodge for Wed supper and sign with termly wording for events happening that term/vacation. ON LINE NOW

- Perfect table plan software for Dinners

- Differences between the 2 and the settings required for each to work independently
QUARTERLY

Assist if required with Stock checks of food, wine and non-food stock areas including stock issued to kitchen and behind bar
At end of quarter run Wine investment report and require the ‘Wine out report for the quarter to be printed from Access report screen
Keep Fellows emails, and order of seniority lists up to date, check the Fellows spreadsheet against the List of resident members to ensure People are in correct categories.
End Qtr reports for Fellows meals & wine and send reports for QTR to College Office NA

After new season menus are complete create Photos of dishes folder for Gary

Laminate the menus (single sided) for him to display in his office

Any changes to Fellows Status to be up dated on Epos
End of Qtr for College Accounts (as above) (currently in old Epos system)

COLLEGE OFFICE RUN THESE NOW

End Qtr reports for Fellows meals & wine and send reports for QTR to College Office NA

Catering Manager will need to know which of the in bond wines have been delivered in the quarter.

ANNUAL TASKS

<table>
<thead>
<tr>
<th>January</th>
<th>12th Night Dinner</th>
<th>Place cards required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Scholars dinner</td>
<td>Table plan and place cards required</td>
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<tr>
<td></td>
<td>Archives</td>
<td>Archive files as required</td>
</tr>
</tbody>
</table>

<p>| February | Half Way Hall &amp; 3rd/4th YR Hall &amp; Marriage Formal | Set up on line Up to date list of 2nd years Posters students |
| March    | Pegasus dinner Lents Boat club Dinner | |
| March    | Conference Staff badges | Check before new conference season and make as required |
| April    | Room bookings for exams | Check previous years |</p>
<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>MA Lunch</td>
<td>Fellows lunch (book on line) MA Lunch Table plans, name places</td>
</tr>
<tr>
<td></td>
<td>Guest nights /Tsutsui Feast Crausaz-Wordsworth Feast</td>
<td></td>
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<tr>
<td>June</td>
<td>May Ball/Graduation day</td>
<td>Dining plans, name places Sign up list in lodge for Graduation day</td>
</tr>
<tr>
<td></td>
<td>Conference Staff badges</td>
<td>Check before new conference season and make as required</td>
</tr>
<tr>
<td></td>
<td>Mays Boat Club Dinner</td>
<td>Saturday after ball – set up on line event booking</td>
</tr>
<tr>
<td>July</td>
<td>Graduation Day</td>
<td>On-line meal booking</td>
</tr>
<tr>
<td>August</td>
<td>Archives</td>
<td>Archive files as required Michaelmas term-time signage for servery Cafeteria prices Bar prices</td>
</tr>
<tr>
<td>September</td>
<td>Holiday dates</td>
<td>Letter of holiday dates for forthcoming holiday year to staff</td>
</tr>
<tr>
<td>October</td>
<td>Complete Staff records</td>
<td>Holiday and Lieu day records – print finalised on-line records and file For all staff check &amp; agree days left with HODs and carry forward to new year hol records</td>
</tr>
<tr>
<td></td>
<td>Matriculation Dinner</td>
<td>Email/post invites to Fellows Record replies Produce table plan Pseudo-randomly Lists of Undergraduates and graduates from Tutorial Office Invite RCSA &amp; MCR Committees Table plan to be agreed by Fellows Steward A final check with 2 people must be done before issuing to avoid duplicates and typos</td>
</tr>
<tr>
<td></td>
<td>Xmas Halls</td>
<td>Set up Christmas halls on Meal booking Poster to advertise/ and on website Fellows High Table for last Friday of term is restricted to fellows and their spouses/partners only until the Monday before.</td>
</tr>
<tr>
<td></td>
<td>Fellows lists</td>
<td>Update Fellows meals list for SCR lunches Fellows meal database</td>
</tr>
<tr>
<td>Month</td>
<td>Event</td>
<td>Details</td>
</tr>
<tr>
<td>-----------</td>
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<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>November</td>
<td>Commemoration of Benefactors</td>
<td>Sign up list in lodge for Sunday evening supper – invited through development office</td>
</tr>
</tbody>
</table>
| December  | Staff Christmas Party                      | Invites to all staff  
Produce Party tickets  
Record replies  
Notice requesting help from fellows send on Fellows Steward’s behalf |
|           | Conference Staff badges                   | Check before new conference season and make as required                |