



Hospitality Manager

Department: Hospitality

Responsible to: Head of Hospitality

Grade and Salary: Grade 6

Hours of Work: **40 hours per week**, with a variable working pattern to include evenings and weeks, with overtime where necessary

May 2026

Job Description

To assist the Head of Hospitality with the management and direction of the Hospitality Department, which includes formal dining, conferences and events, and catering services throughout the College. This role combines high-end hospitality with the effective management of day-to-day operations, and team leadership, within an historic academic institution.

Managing a team of Hospitality Assistants, you will oversee routine service, ensuring that all hospitality within the college is delivered to the highest standard, collaborating with the Events, housekeeping and Kitchen team to ensure the seamless delivery of dining and events services. The College delivers a range dining events including formal dining, 'black tie' dinners, College feasts, guest nights, the annual Encaenia lunch, academic conferences and seminars, private dinners, weddings, as well as routine lunch, tea and breakfast service.

Principal Responsibilities:

- Assist the Head of Hospitality in the leadership of the Hospitality Department , ensuring that the highest standards of service are maintained
- Collaborate with the Head of Hospitality to create a warm and welcoming environment for the fellows, staff and guests
- Ensure that the hospitality team are preparing the hall, SCR and function rooms to the highest standards and in line with the college guidelines
- Inspire and develop the Hospitality team to deliver consistent, professional service, building skills and confidence throughout the team
- Develop strong, collaborative relationships with other departments to ensure the effective delivery of service and events
- Build strong, professional relationships with Fellows, including the Wine Steward and Steward of the Common Room, and guests
- Ensure that the Common Room is managed and serviced to a high standard, supporting the daily life of the Fellows and their guests
- Support in the care, cleanliness and security of the College's silver collection

- Lead daily staff briefings and departmental meetings, and oversee communication within the department
- Ensure that all members of the Hospitality team have relevant training for the safe and compliant delivery of food service including food safety and hygiene, health and safety, and COSHH, and that these standards are maintained
- Manage the performance and development of the team, using a variety of management styles
- Empower the team to meet and improve the service standards
- Encourage and foster an environment where a can-do attitude is the norm, where personal learning is supported
- Flexibility to work in other areas when needed
- Strong organisational skills and time management, with experience in creating processes
- Undertake administrative duties to ensure the smooth, compliant operation of the department, including stocktaking, cellar management, meal and wine charging, and staff rotas and holiday
- Lead the hospitality team visibly and by example, personally responsible and present for important college events
- The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by the diverse requirements of College life

Person Specification:

- An experienced hospitality manager with a background in high-quality service environments
- Strong experience of team management and developing direct reports
- Dedicated to delivering high-quality service, with a desire for continuous improvement
- High level of customer focus
- Demonstrable understanding of stock control
- Professional and approachable, with excellent interpersonal and communication skills
- Good working knowledge of food safety, hygiene and health and safety requirements relevant to hospitality operations
- Calm under pressure, with well-developed problem solving skills
- Strong organisational skills, with a meticulous attention to detail
- Willingness and enthusiasm to develop deep expertise in wine, fine dining and cellar management
- Demonstrable awareness of catering and hospitality best practice

Desirable:

- Knowledge of wine service, fine dining and cellar management
- Experience in a collegiate, heritage or similarly complex hospitality setting
- Confidence and experience with IT systems, in particular relating to the battels process
- Previous experience of budgeting and financial control