



JOB DESCRIPTION

Job Title:	Deputy Head Butler
Responsible To:	Head Butler (Front of House Manager)
Place of Work:	Christ's College, Cambridge and all property owned by the College in and around Cambridge
Salary Range:	Grade 4, Spine Points 35-36 on the University's single salary spine point chart
Hours:	36.5 hours per week
Holidays:	33 days annual leave (including public holidays)
Pension Scheme:	The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt in at any time.

Job Summary

To support and deputise for (as appropriate) the Head Butler (Front of House Manager) in the supervision of staff who work in Front of House to ensure high quality of service, efficiency and cost effectiveness in all areas. Utilising well-developed and effective communication skills, the Deputy Head Butler will assist in providing a smooth operation which deals efficiently with other College Departments. You will be passionate about and knowledgeable about wines, able to discuss, purchase, and serve them. You will also feel at ease conversing with fellows and guests and making suggestions based on their preferences.

Key Responsibilities:

Service

- Operational in implementing an effective and efficient Front of House service.
- Lead by example at all times in executing a courteous, professional, and discreet approach.
- Supervising functions as required or as directed.

- To manage all Food and Beverage areas ensuring the service delivery of all food and beverage for students, staff, events, and onsite hospitality is to the required standard.
- To act, when required, as the Senior manager on duty and oversee the day-to-day catering business as well as conference delivery and key events (including events in the Master's Lodge and Graduations). Events will come from both internal & external clientele throughout the year and will require a strong management presence to assist with the smooth running of each event.
- Delegating duties to other members of the Front of House staff team as appropriate and particularly in the absence of the Head Butler (Front of House Manager).
- Overseeing the service of Upper Hall including till operation, credit card transactions, stock, temperature checks and cleaning schedules.

Staff

- Ensuring effective and efficient day to day staffing within area of service delivery.
- Overseeing the accurate provision of records relating to hours worked by staff, including casuals.
- Help manage rotas to ensure correct departmental staffing levels for all Food and Beverage activities.
- Assist with the management of the automated time and attendance system so that it is utilised correctly to ensure staff working hours are correctly recorded.
- Supporting the Head Butler (Front of House Manager) and Food and Beverage Supervisors in providing induction and training for new employees and casual workers So that they have the necessary knowledge and skills to properly carry out their duties.
- Assisting to ensure all staff meet appropriate and agreed standards of customer service.
- Maintaining a high standard of personal hygiene and appearance and ensuring the same is true for all staff and casuals.

Wines

- Liaising with the Fellows' Wine Committee and supporting the management of "The Room" wine cellar.
- Advising on wine selection for college events such as Matriculation, Graduation, and Garden Parties, where appropriate.
- Providing a curated range of wines for sale in the Buttery, including varied price points for accessibility.

- Ensuring the Buttery wine cellar is maintained at correct temperatures, that stock levels are reviewed regularly, and bin-end sales are held as necessary.
- Assist in overseeing the correct handling and serving of wines during meals and functions.
- Assist in maintaining accurate daily records of wines and meals taken by Fellows, particularly in the absence of the Head Butler (Front of House Manager).

College Plate

- Assisting the Head Butler (Front of House Manager) in the care and control of the College Plate.
- Ensuring at all times that the security measures applied to the control and handling of the College Plate are strictly adhered to.
- Undertaking daily audits of silver cutlery and decoration use.

Safety

- Ensuring all Front of House activities comply with current Health and Safety legislation.
- Ensure all front of house Food Hygiene staff receive training as required using iHASCO training modules.
- Ensuring that a safe environment is maintained for members of College, staff and members of the public entering areas used for Front of House activities.
- Ensure correct use, maintenance, and cleaning of equipment; ensuring all front of house staff use equipment as instructed; through both relevant training and observation of safe practices, minimising accident risk.
- Maintaining the highest general standards of hygiene and food safety.

Room Preparation

- Overseeing and undertaking daily housekeeping duties in all areas of service delivery, in collaboration with staff and casual workers as appropriate.
- Supporting the Head Butler (Front of House Manager) in ensuring that all cutlery and crockery is cleaned to a satisfactory standard.
- Overseeing the arrangements for table linen and its storage.
- Overseeing the laying of correct table settings for all functions.
- Reporting any maintenance issues to the Head Butler (Front of House Manager) or Maintenance Department, as appropriate.
- Preparing rooms and setting out of papers for College meetings.
- Overseeing the provision of sufficient crockery and drink supplies to the Fellow's Parlour.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

General Responsibilities:

- To take part in the College's appraisal scheme and to undertake training as required.
- To be responsible for your own health and safety in the workplace.
- To fully comply with all the College's policies including equality of opportunity and data protection.
- To undertake any other reasonable request or duties commensurate with your post.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent including passes at English and Maths 	<ul style="list-style-type: none"> • Qualification in Catering/hospitality • Food hygiene qualification • First aid qualification • NVQ level 3 hospitality supervision • Level 2 award in wines
Experience	<ul style="list-style-type: none"> • Experience of leading a team • Experience of delivering high levels of customer service 	
Skills/knowledge and abilities	<ul style="list-style-type: none"> • Ability to achieve and maintain high levels of service and hygiene • Ability to work under pressure • Accuracy and attention to detail • Willingness to adopt a flexible and collaborative approach to tasks 	<ul style="list-style-type: none"> • Knowledge of COSHH in a similar environment
Personal	<ul style="list-style-type: none"> • Smart appearance 	

attributes	<ul style="list-style-type: none"> • Honest and reliable • Polite and friendly • Flexible approach and open to positive change 	
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