



**Harris
Manchester
College**
UNIVERSITY OF OXFORD

Hall Manager

Further Particulars

Job title:	Hall Manager
Hours:	Full time
Salary:	£36924 to £42632 plus an additional Oxford weighting payment (currently £1,500pa), Grade 7
Contract Type:	Permanent
Responsible to:	Domestic Bursar
Responsible for:	Deputy Hall Manager, Hall Supervisor, Hall Stewards and Casual Hall Staff

Harris Manchester College

Harris Manchester is a college of the University of Oxford, with a radical tradition which it continues in the present day. Originally founded in 1786 in Manchester as a dissenting academy, it came to Oxford in 1889, and became a college of the University in 1996, changing its name from Manchester College to Harris Manchester College at that time. From the start, the College was distinctive in offering higher education to those who were excluded from the established English universities (at that time restricted to Anglicans) or other dissenting academies (often restricted to members of a particular denomination). Women were admitted from 1876, with the result that it was uniquely coeducational on its arrival in Oxford.

The College continues its tradition of radical inclusion today through a unique mission: it is the only college in the University of Oxford dedicated exclusively to admitting and supporting mature students (aged 21 years or over) at both undergraduate and postgraduate level.

The College is committed to breaking down the barrier of age in higher education. It provides a friendly, welcoming atmosphere and inclusive ethos, and pursues the highest standard of academic teaching, learning, and research in an environment which is fully supportive of Fellows, staff and students.

There are approximately 250 undergraduate and postgraduate students altogether, studying a wide range of subjects in the Humanities, Social Sciences, Engineering and Medical Sciences.

For further information on Harris Manchester, please visit the College website at <http://www.hmc.ox.ac.uk>.

Overview of Post

The Hall Manager plays a pivotal role in ensuring that the dining experience at HMC is always delivered to the highest possible standard. The postholder is expected to set and maintain standards for Hall staff, as well as ensuring the team operate efficiently and effectively.

To achieve the standards expected, it is essential that the staff are properly trained and supervised, and that the team demonstrate a strong attention to detail in every aspect of their work. The Hall Manager needs to inspire and motivate their team, and to create the right culture and ethos. They will oversee the development of staff, ensuring training is appropriate and completed.

The Hall Manager will provide day to day direction to Hall staff, and work closely with the Deputy Hall Manager and Events Managers to support College and external events.

Key Responsibilities & Duties

Leadership Responsibilities

- Line Manage the Hall staff and arrange appropriate cost-effective staffing (including booking appropriate casual staff where required) for day-to-day dining, routine service of tea, coffee and light refreshments, and special events such as conferences and college events.
- Ensuring that all members of the Dining Hall Team (permanent, casual and agency staff) fully understand their duties, are trained and adhere to the appropriate standards in all aspects of their jobs, including correct service at table, correct dress, and compliance with health and safety regulations.
- To oversee timesheet submission, absences for holidays or sickness and RTW interviews for Front of House staff.
- Generating a collaborative and collegiate spirit of cooperation with the Head Chef and his staff, taking shared ownership of the dining experience at HMC and the smooth, efficient transfer of responsibility from the kitchen to the customer.
- Managing the Dining Hall staff Rota on a cost-effective basis to ensure that an appropriate level of supervision and experience at all times.
- Monitor and report on staff performance through the annual appraisal cycle and put in place any rewards or personal improvement plans which arise as a result. Support and agree development plans for the supervisory team and implement a coherent staff training programme for the Deputy Hall Manager.
- Evaluate the training needs of all Hall Staff and arrange for external training to take place as necessary. Organising and facilitating on the job training including throughout the working week by identifying further opportunities for more in-depth customer service instruction and presentational skills, imparting skills and knowledge to all staff under supervision and upskilling where possible.
- Closely scrutinising performance and standards evaluation in Hall to ensure a consistently high level of operation.

Security, Health & Safety Compliance

- Ensuring all risk assessments and method statements for use of equipment and relevant spaces/activities are maintained on an annual basis.
- Carrying out and recording appropriate Health and Safety risk assessments on activities carried out by members of the dining hall staff, ensure that appropriate health and safety procedures are observed by yourself and all those in the team.
- Ensuring that appropriate health and safety procedures are observed by yourself and all those in your team, assist in health and safety audits and to observe the College's policy and procedures on Health and Safety at all times.
- Ensuring that appropriate PPE is available and always worn as required.
- Ensuring that all equipment is fully serviceable and has undergone all servicing and repairs required before use.
- Ensuring that all food production and service areas comply with standards required under the Food Safety Act, Health and Safety at Work Act and any other relevant legislation. This includes making sure that food placed out for serving is maintained in accordance with the food hygiene and safety regulatory requirements.
- Ensuring that all chemicals are recorded and kept in accordance with COSHH regulations.
- Ensuring compliance with the College's food allergy policy for all catering events and that all dining hall staff have received training within food allergens.

Finance

- Keeping accurate records of all wine orders, receiving them into the cellar, complete the necessary documentation, see that wines are properly binned, record their locations, and ensure that the cellar is kept in a tidy and orderly manner.
- Budgetary responsibility for the Dining Hall Budget.

Administration

- Developing and managing contracts and job descriptions for Hall staff and Casual staff.
- Liaising closely with the Conferencing & Events team on both Internal and external events, attending meetings as required.
- Overseeing timesheet submission, absences for holidays or sickness and return to work interviews for Hall Staff.
- Complying with College data protection and information security policies and ensuring processes and communications conform to College GDPR (General Data Protection Regulation) requirement.
- Overseeing compliance regarding procurement of all Hall supplies in accordance with the Colleges contractual obligations. Ensuring that Hall ordering stock levels are maintained, and correct practice of storage and stock control/rotation is followed.
- Ensuring they have a good working knowledge of Microsoft Office and aptitude to learn new programs, including daily use of the database system Accurate.

Selection Criteria

Essential

- A good knowledge and understanding of the way in which Wine and Food Service works (including Butler and Silver Service) and the inter-relationship between Food Service and the Kitchen, combined with a strong commitment to excellent customer service.
- Good computer skills, with a workable knowledge of Microsoft Office and aptitude to learn new programmes, including the use of database systems.
- Excellent leadership and staff management ability with a proven record of leading high performing teams.
- Food Hygiene Certificate.
- Knowledge and understanding of Health and Safety Legislation.
- The ability to prioritise and organise own workload.
- Strong knowledge of relevant licencing and compliance requirements and willingness to take on those responsibilities as needed.
- Financially literate with experience of managing budgets.
- A flexible attitude to work and a proven ability to work under pressure. The post holder must be willing to work longer hours, evenings and weekends as required by the College diary.
- Bar and stock accounting.
- The ability to manage and organise teams effectively and ensure effective cooperation between departments.

Desirable

- Experience of working in a college or Higher Education Environment.
- Hold a personal liquor licence.

Appointment Procedure

To apply, please submit a CV (maximum 3 sides of A4) and a covering letter which details how your skills, experience, and qualifications meet the criteria for the post. Please also include the details of two referees.

The above should be submitted by email to hr@hmc.ox.ac.uk by 12 noon on the application deadline of **Monday 03 March 2025**. Interviews are expected to take place on **13th or 14th March 2025**.

Benefits and Conditions

- Free meals when on duty.
- Pension: You will have the option of joining a contributory staff pension scheme.

- Annual leave: 30 days plus bank holidays, normally to include the days when the College is closed at Christmas and Easter. The remainder are to be taken at a mutually agreed time, but normally outside of term.

Important Information for Candidates

Data Privacy

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the College's data protection policy [here](#).

Equal Opportunity

Harris Manchester College is an Equal Opportunity Employer. Conduct against fellow employees and College members which is offensive, or detrimental to them on grounds of age, colour, disability, ethnic origin, marital status, nationality, national origin, parental status, race, religion or belief, gender, or sexual orientation will not be tolerated.

Right to work in the UK

The appointment will be subject to the satisfactory completion of proof of the right to work in the UK.