

JOB DESCRIPTION

Summary

Job title	Catering Administration Assistant
Division	St Cross College
Department	St Cross College
Location	St Cross College
Grade and salary	Grade 3, £27,534-28,437 per annum (pro-rata)
Hours	22.5 hours per week
Contract type	Permanent, part-time
Reporting to	Conference and Events Manager

The role

To provide administrative support for catering operations, dinners, hospitality and member meal systems, ensuring the smooth coordination of bookings, dietary information, communications, table planning and catering-related system administration.

The role supports Catering and operational Events activity and acts as the primary administrative contact for meal services, special dinners and hospitality bookings.

Responsibilities

Meal Booking and Enquiries

- Manage the meal enquiries inbox and respond to catering-related enquiries.
- Administer dinner and hospitality bookings through the meal booking system.
- Add and maintain dinners and hospitality events within the meal booking system.
- Open and close bookings for dinners and special events.
- Manage member account set up, entitlements and archiving
- Manage attendee bookings and amendments.
- Add restricted attendees or manually manage guest access where required.
- Dinner host coordination
- Function sheet generation for internal core dinners and lunch events.

Guest Lists, Dietary Requirements and Seating Plans

- Produce guest lists for dinners and hospitality events.
- Maintain and update dietary requirement records.
- Chase outstanding dietary information where necessary.
- Produce and maintain seating plans and table plans.
- Prepare and print name cards for dinners and events.
- Ensure dietary and allergen information is communicated accurately to Catering teams.

Menus and Catering Communications

- Format and print menus for all catering services.
- Liaise with Communications staff to ensure menus are uploaded online and displayed on screens.
- Ensure allergen matrixes accompany all catering drops and events.

Lunch Sales Administration

- Manage system administration including:
 - Pricing updates.
 - Stock creation and management.
 - Hospitality bookings.
 - Member meal allocations and free meal entitlements.
 - App administration.
 - User and member account management.
 - Creating, updating and archiving member records.
 - Feedback monitoring, reporting and escalation.
 - Till reporting and reconciliation preparation.

Hospitality and Operational Catering Administration

- Process internal lunch and dinner hospitality charges to the trading spreadsheet.
- Maintain and update the wine stock sheet including recording purchases and sales.
- Support operational catering administration for dinners, buffets, formal halls and special events.
- Liaise with Catering, Events and Front of House teams regarding operational requirements.

Departmental Liaison and Data Support

- Liaise with Academic, Development and Bursary teams regarding:
 - College Advisor lunches/dinners.
 - Leave to supplicate/leavers member account archiving
 - Alumni hospitality.
 - KT Soo awards.
- Ensure financial coding categories and voucher applications are correctly applied at point of booking and liaising with catering team to make them aware of special attendees.
- Support with online store bookings and event set ups where required by the events team

Equality, Diversity and Inclusion (EDI)

- Support the College's commitment to equality, diversity and inclusion by ensuring all members, staff, students and guests are treated fairly, respectfully and inclusively.
- Promote an inclusive approach when managing bookings, dietary requirements and guest communications, recognising and supporting diverse cultural, religious, medical and accessibility needs.
- Ensure dietary and allergen information is handled accurately and sensitively to support the wellbeing and inclusion of all diners.
- Contribute to creating a welcoming and inclusive catering environment for all College users.

Sustainability Responsibilities

- Support the College's sustainability objectives through efficient administrative practices and environmentally responsible working methods.
- Minimise unnecessary printing and promote digital communication and record-keeping where appropriate.
- Assist in maintaining accurate stock management processes to help reduce food waste and over-ordering.
- Support sustainable catering initiatives, including the accurate communication of menus, allergens and hospitality requirements to minimise operational waste.
- Encourage environmentally responsible practices within catering administration and hospitality operations where appropriate.

General Administrative Duties

- Maintain accurate administrative records.
- Provide excellent customer service to members, staff and guests.
- Support Catering and Events operational administration as required.
- Undertake additional duties appropriate to the role.

Selection criteria

	Essential	Desirable
Education/Qualifications	•	•
Knowledge/Experience	• Experience of working in an administrative role within hospitality, catering, events or a customer-facing environment. • Understanding of the importance of dietary requirements, allergen management and accurate communication within catering operations.	•
IT Skills	• Good IT skills, including experience using Microsoft Office applications, particularly Excel, Word and Outlook. • Confidence in using online booking systems, databases or hospitality management systems. • Ability to produce clear and accurate documents including menus, guest lists, seating plans and reports.	•
Skills	• Excellent organisational and administrative skills with the ability to manage multiple tasks and deadlines simultaneously. • Excellent written and verbal communication skills. • Good problem-solving skills and the ability to respond calmly to operational changes and last-minute requests.	•
Personal Qualities	• Strong attention to detail and accuracy, particularly when managing bookings, dietary information and administrative records. • A professional, approachable and customer-focused manner when dealing with students, staff, members and guests. • Ability to handle confidential or sensitive information appropriately. • Ability to work independently while also contributing positively as part of a wider team. • Ability to prioritise workload effectively in a busy operational environment. • Flexible and adaptable approach to supporting operational catering and events activity.	•

	• Commitment to providing a high standard of service and presentation.	
Physical Requirements	• Due to the layout of the College, some areas have restricted access and require the ability to walk up a flight of stairs. The College is committed to equality of opportunity and will consider reasonable adjustments where appropriate.	

Terms and Conditions

- The contract is for a 22.5-hour working week
- The role requires the post holder to be present in the college whilst the kitchen is open.
- The leave-taking year runs from 1 October to 30 September. The basic holiday entitlement is 30 days per year, plus 8 Public Holidays.
- Holidays must be scheduled with the prior permission of the Events Manager; leave may not be taken during Oxford term times but may be taken at Christmas, Easter and in August when the Kitchen is closed.
- Free lunches on the College site are provided when the college kitchens are open.
- University terms and conditions and benefits apply to this role.

About St Cross College

Dedicated solely to Graduate students and Fellows, St Cross is characterised by an intellectually vibrant and truly international community. One of Oxford's youngest colleges, St Cross prides itself on its friendly community filled with inter disciplinary academic excellence.

As part of this close-knit egalitarian college you will find staff, students and fellows welcoming and committed to promoting the world class study, research and innovation of Oxford University. For more information please visit: www.stx.ox.ac.uk