



AMPLEFORTH
COLLEGE

Team Leader-Front of House



Welcome from the Headmaster

Thank you for your interest in this role.

Ampleforth is a very fulfilling place to work, particularly because it is a school with a mission. As Catholic educators, we seek to educate the whole person, mind, body and spirit, supporting our pupils to fulfil their potential and to flourish in all aspects of life. Everyone can benefit from being part of and contributing to this enriching education, whether you are Catholic or not.

Ampleforth's community ethos, rooted in the tenets of our Benedictine monastic founders, is centred on being welcoming to all, caring for each other, and valuing inclusion, empathy and compassion. We aim to form responsible young people of integrity and courage, proactive members of society who serve others and do good in the world. As such, an Ampleforth education provides a compass for life. Our ethos extends to the whole community, students, families, staff, alumni and visitors. Leading the team here is a joy, as well as a privilege and an honour.

Ampleforth offers the highest possible level of pastoral care, embedded within a robust safeguarding culture. Our pupils are happy, well-balanced and grounded; each one is known well by staff and cherished. We want the very best for them and work hard to help them achieve it.

Good and inspiring teaching is key, and every pupil is challenged academically. We cultivate intellectual curiosity, critical thinking and independence of mind, all vital for further studies after school and to thrive in our complex world. Alongside the pursuit of academic excellence, the lessons gained from music, drama, art, and sport are equally important for developing the whole person, the well-rounded character that Ampleforth appreciates.

The dedication of the Governors, the whole staff, and the many friends and supporters of Ampleforth inspires me to give all I can to our collective goal of being the world's foremost Catholic boarding and day school.



*Jon Mutton,
Headmaster*



Our Mission

"An Ampleforth Education is an invitation to young people to discover the value and the purpose of life, by entering into a transforming encounter with Christ through active participation in the life of a living Christian Community."

Our Benedictine values:

Catholic education and Benedictine values underpin everything we do at Ampleforth, whether a student or member of staff is Catholic or not. We believe that humanity is a gift we receive through others and that our relationships unlock the unique potential in each person. Our values provide the foundation to all of our work and how we work with one another:

Respect: recognising and nurturing the unique talents of every individual and oneself, understanding that we grow and learn from our differences and are made a better person by each other.

Hospitality: committing to live in such a way as to be welcoming and open to all, and to invite people to experience living life more fully in our community.

Attentiveness: being sensitive to the needs of others as well as one's own needs and supporting the mutual well-being of everyone in the community; wanting what is best for each other.

Equilibrium: nurturing the well-being and resilience of each individual and one's own, and thereby of the community, to achieve mental and emotional balance and personal fulfilment.

Stewardship: cultivating a sense of responsibility and care for the people and the world around us, as well as oneself, to ensure our community and environment thrive.

Integrity: developing within ourselves strong principles, sound judgement, and the resilience needed to do the right thing.

A Snapshot of the College

Founded in 1802 and set in a beautiful Yorkshire valley, Ampleforth College is the world's foremost Catholic day and boarding school, welcoming girls and boys of all faiths aged 11-18.

Ampleforth College at a glance 2020-2025



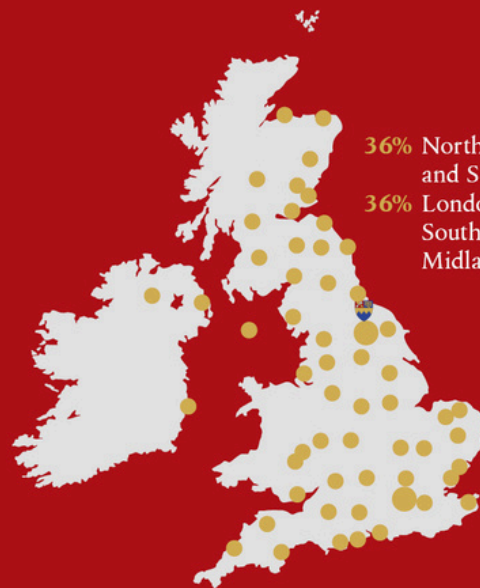
Over
200 Pupils
awarded a bursary

20 Subjects
offered at GCSE

30 Sixth Form options
(25 A Levels,
4 vocational BTEC
courses, and 1 Advanced
Subsidiary Level)

88% achieve a place at
their first choice university

Home for our pupils is:



36% North of England
and Scotland

36% London, South East,
South West, East Anglia,
Midlands and Wales

Over **70** outreach and partnership events every year
for local schools and the Diocese

More than **2,500** children from our local area benefit each
year from Ampleforth's facilities and partnerships programmes

20% Europe including: Spain, France, Austria, Germany,
Benelux, Poland, Ireland, Gibraltar and Malta

8% Rest of World including: South America, USA, Mexico,
Hong Kong, China, Malaysia, Singapore, Kenya and Nigeria



The Catering Department

The food experience is a vitally important part of the school day. At Ampleforth we aim to provide interesting, nutritionally balanced meals with plenty of variety to provide for all preferences, lifestyles and dietary needs.

Most of our food is made on site by our team of chefs using fresh ingredients. Every lunch time there is a choice of three main dishes and a vegetarian option, fresh potatoes, or other carbohydrate, fresh vegetables and a salad bar followed by a tempting dessert. Lighter options such as salads, soup and fresh fruit are also available.

Breakfast is informal in each of the Boarding Houses and all other meals are served in the refectory located in Upper Building. With lunches being taken in House groups so students experience a formal setting and can build House identity while allowing the time for the House to regroup, catch up on the morning's events and enjoy a fulfilling lunch.

Supper is cafeteria for the whole school providing a perfect chance for friends to relax and unwind after their busy day. There is no need to miss a meal as packed meals can be ordered for those who cannot get to the refectory because of their activities. Snacks are also provided in house during the day.

Feedback on the service is obtained via the student food committee who make suggestions for new dishes and tell us what they like or dislike. We take their views very seriously and endeavour to make changes to reflect their feedback.

Students with allergies or special dietary considerations are carefully catered for and we are happy to discuss individual requirements with parents to ensure their children receive the food they need to keep them healthy and to maximise their academic and sporting achievements.

In addition to student feeding the catering team cater for staff on site, supporting functions from BBQ's, Fine dining, working lunches, refreshments and events e.g. house punches, departmental meals, open /parent's days, exhibition, hosting visiting schools, and afternoon tea for sport fixtures.

During the year the catering team support in providing hospitality for events and a variety of concerts including choral masterpieces, festive carol services and classical performances. These take place in various locations throughout the campus.

Outside of term time e.g. Easter and Summer Ampleforth hosts visiting groups from foreign language schools, religious groups, musical, art & drama, Yorkshire Cricket Summer camps, rugby, hockey, swim clubs, and many more. Ampleforth College operates all year round welcoming and hosting visiting groups offering hearty homecooked food, breath taking views, excellent facilities and customer service.



Team Leader -Front of House

JOB DESCRIPTION:

To assist in the safe, smooth and efficient running of a busy catering department and to supervise the work of Catering Assistants.

Carrying out duties in the most cost-effective and efficient way, they will follow all legislation, as well as our own policies and procedures, relating to working with children, safeguarding, Health and Safety and Food Safety.

MAIN DUTIES:

- Be responsible for booking staff for functions and ensuring adequate cover for absences as directed by the Front of House Manager.
- Support the Front of House Manager in coordinating, preparation and service of functions/events e.g. Exhibition, Parents/Open days, new starters, House Pitches, visiting groups, buffets and sit-down functions in the Guest room etc. Ensuring all dietary and allergens are catered for.
- Be responsible for the team's daily service Rota to ensure best use of resources and fairness.
- To be the primary management contact for catering team members and to be responsible for all matters relating to the welfare, motivation, achievement of best practice and development of this team.
- Carrying out annual staff appraisals and 1-1 interviews as required for their direct reports.
- Support in managing sickness, absences and conflict across the Catering assistants.
- Liaise with the Front-of-House Manager to ensure that all tasks are completed to his/her satisfaction.
- Work closely with the chefs and management to ensure excellence in service provision and full compliance with EHO regulations. Ensuring special diets and allergens are catered for.
- Ensure that Catering Assistants are fulfilling all their duties and offer help, advice and support as necessary.
- Ensure that staff always wear their correct uniform to the agreed standard. Ensure no jewelry is worn other than single wedding bands and simple sleeper earrings.
- Ensure that food, service /dining areas are prepared in advance of service and standards are maintained throughout.
- Ensure the catering assistants carry out their duties to the required standard of cleanliness e.g. items of crockery, tables, service equipment, service points and associated areas, supporting when necessary.
- Be responsible for monitoring the kitchen porter's workload with the ability to identify if support is required during busy periods.
- Co-ordinate and Initial cleaning schedules on completion of cleaning tasks. (both daily and deep cleans)
- Attend training as and when necessary.

“I started as a Catering Assistant in the Front of House Team. I then went on to become a Kitchen Porter and trained to be a Chef. 14 years on and I am grateful for the opportunity to still be developing and working in a dedicated and close knit team. I have enjoyed being part of the college as a whole, such as helping judge the House Apple Bake Off competition using our own home grown apples.”

JOB DESCRIPTION CONTINUED:

- Always abide by departmental rules and procedures and ensure other Catering Assistants are doing the same.
- Maintain impeccably high standards of Personal and Food Hygiene at all times.
- Be responsible for ensuring that correct Personal Protective Equipment is always used correctly.
- Reporting of all building and structural faults via the CHIT system. Reporting equipment faults to the Catering Manager to arrange an engineer call out
- Always Be mindful of the College's and the Department's Health and Safety policy.
- Act as Duty Manager on early, late and weekend shifts according to the rotas.
- Adhere to the College's policy on vehicle use.

Other Duties

Carry out any other duties commensurate with the role.

PERSONAL SPECIFICATION:

Qualifications and Experience:

- Level 2 Award in Food Safety (training will be given to achieve this)
- At least 2 years' experience of catering supervision
- Experience in a variety of roles in the service industry
- Have worked in a high volume, fast paced environment such as within education, restaurants or hotels
- Have a genuine passion for delivering excellent customer service
- Full driving license due to location
- Educated to at least secondary level/ further education; good level of basic numeracy, literacy
- 1st Aid certificate (or willing to attend training)

Skills & Qualities:

- Excellent interpersonal skills
- Excellent written and oral communication skills
- Excellent customer service skills
- Ability to follow tasks through to completion
- Good time management
- The ability to priorities effectively, managing a busy diary and varied workload to meet demands and deadlines – multi tasking.
- Ability to work the required hours

“During my 10years working at the college I’ve been supported and given the opportunity to develop my knowledge and career “your never to old to learn something new” or so they say!! I’m lucky to work with an amazing team that is supportive. The beautiful location, amazing views, and friendships made along the way makes coming to work a pleasure and not a chore.”

Michelle Armstrong, Head of Facilities & Estates



“I joined Ampleforth College in the Front of House Team over 4 years ago. I have met lots of people from other counties and cultures and really enjoy the people I work with. The students are respectful and always happy to be fed, especially on chilli Thursday! It is good to know you have done a good job at the end of your shift.”

Jess Thorpe, Catering Assistant, Front of House



“Our catering team do an amazing job in the College. From creating tasty and nutritious meals and snacks for all of our students and staff throughout the term, to offering fine dining experiences to smaller groups on special occasions, they really deliver a great service. While operating within the budget constraints which we all have to live within the independent school sector, I’m constantly impressed by what our team are able to produce, and not only that but do so with a welcoming smile too!”

**Rowland Hills, Bursar and Chief
Operating officer**



Conditions of Employment

Hours: 40 hours per week, 52 weeks per year

Probationary period: 4 months

Salary: £29,120

Working Environment

Ampleforth is an enjoyable and stimulating place to work. Our staff body seeks to work to core values and codes of conduct developed from the Rule of St Benedict.

Benefits

- Group Personal Pension Scheme (which matches contributions up to 8%)
- Annual closed period between Christmas and New Year
- Affordable staff lodging (where available)
- Lunch during working hours (hot and cold choices)
- Discounted on-site Sports Centre membership
- Free car parking on-site
- E-Vehicle salary sacrifice scheme
- Cycle to work scheme
- 10% Staff discount at the Abbey Shop and Tearooms
- Bounty scheme for referral of new staff
- Employee Assistance Programme
- Death in Service Gratuity
- Fee remission (at Headmaster's discretion)

Staff Support & Welfare

Ampleforth takes the welfare, health and wellbeing of its staff seriously. Our beautiful grounds are well maintained and open to staff for walking and running. In addition to professional development, we endeavour to support all staff members to the very best of our ability. We operate family-friendly policies such as childcare voucher schemes, company maternity provisions (enhanced Statutory Maternity Pay) and flexible working opportunities. There is also an Employee Assistant Programme offering a free and confidential 24/7 support service. This service provides unlimited access to advice, information, coaching and counselling where appropriate. A Staff Chaplain is also available to offer advice and support.



Apply now

For more information or to discuss the role further, please contact the Human Resources department on 01439 766415 or employment@ampleforth.org.uk or Michelle Armstrong, Head of Facilities & Estates on hma@ampleforth.org.uk

The Trust is committed to a policy of equal opportunity and will take every possible step to ensure fair and equal treatment of all. All Trust policies and practices will support the commitment to equality of opportunity in respect of any recruitment, and selection process. No member of staff or applicant will be unfairly disadvantaged by the Trust policies or practices.

Safeguarding and Child protection at Ampleforth College

The St Laurence Education Trust is committed to safeguarding children and promoting the welfare of children and young people. They expect all staff and volunteers to share this commitment and will ensure that all recruitment and selection practices and procedures reflect this commitment.

All successful candidates will be subject to checks by the Disclosure and Barring Service (DBS) along with other relevant employment check. All applicants, (regardless of position) are requested to read the Safeguarding Policy as part of our commitment to safeguarding of children

All posts at Ampleforth are exempt from the Rehabilitation of Offenders Act 1974. We therefore require applicants to declare all convictions, cautions and bindovers, including those regarded as 'spent'.

All information provided will be treated as confidential.

Our Safeguarding Policy can be accessed via our website. Any offer of employment is made subject to a full range of checks and satisfactory references.

The Application Process

If you have enjoyed reading about life here in the Ampleforth valley, and would like to join the team, we encourage you to apply. Applications should be made via our application form.

Please visit [Ampleforth College- Join the team](#) to start your application.

If you have any questions about the application process, please contact the HR Department on 01439 766415 or email employment@ampleforth.org.uk.

The interview process will take place in school. Further details will be provided once the shortlist has been agreed.

Closing date for applications: Friday 24th April at midday

Interviews will take place on: Monday 4th May

How to reach us

BY PUBLIC TRANSPORT

York

Board the 31X bus towards Kirkbymoorside on Station Avenue. Exit bus at Ampleforth College and walk 0.2 miles to the College site.

Harrogate

Take the train from Harrogate station to York Station. Walk 280 yards to Station Avenue and board the 31X bus towards Kirkbymoorside. Exit bus at Ampleforth College and walk 0.2 miles to the College site.

Middlesborough

Take the train from Middlesborough station to York Station. Walk 280 yards to Station Avenue and board the 31X bus towards Kirkbymoorside. Exit bus at Ampleforth College and walk 0.2 miles to the College site.

BY CAR

Please use <https://what3words.com/couple.shoulders.autumn> or YO62 4EP for Sat Nav

York

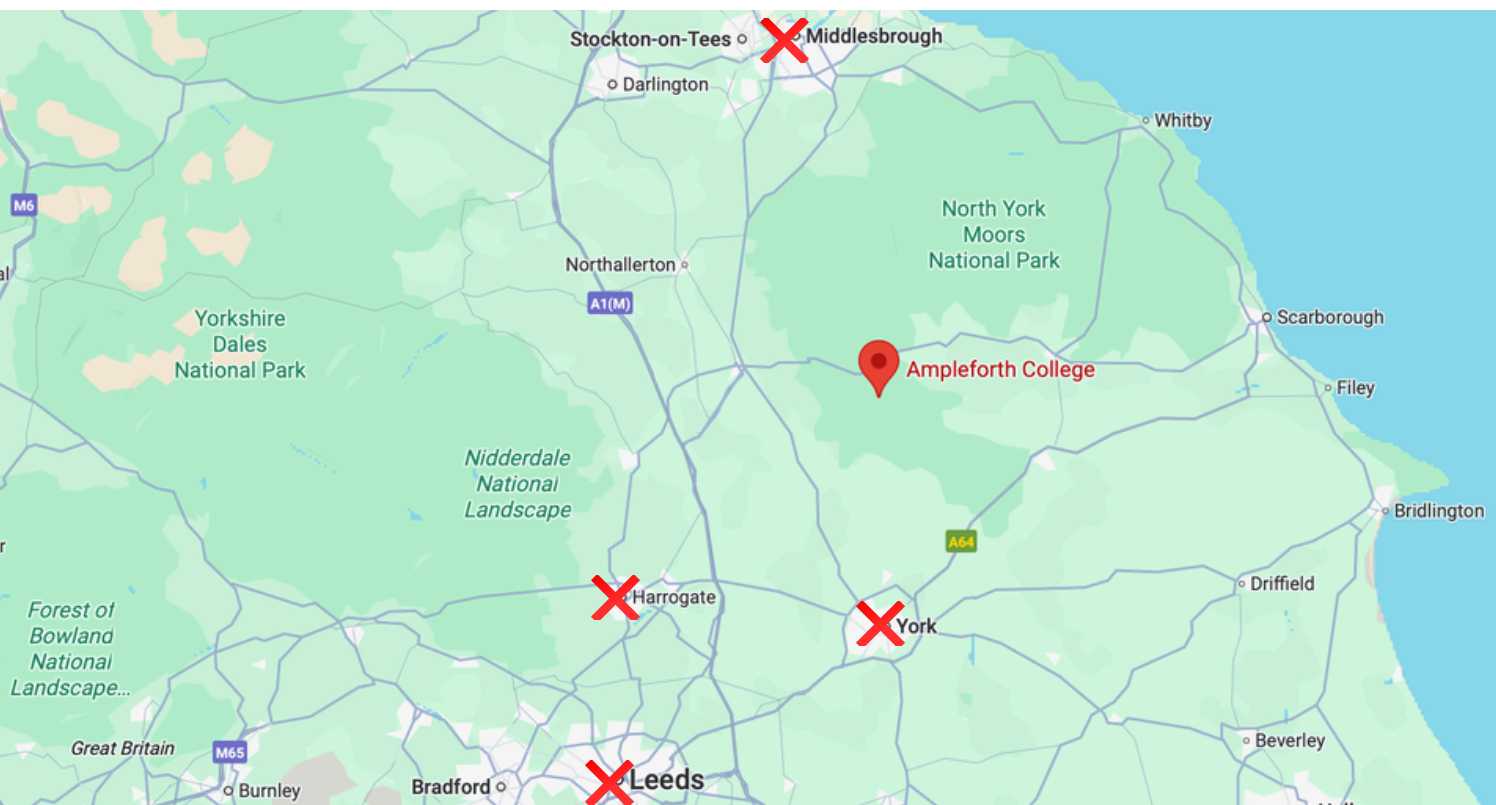
- Via B1363 through Sutton-on-the-Forest, Brandsby and Oswaldkirk – 21.9 miles
- Via A64 & B1257 through Stockton on the Forest, Welburn and Hovingham – 25.2 miles
- Via B1257 through Strensall, Terrington and Hovingham – 22.9 miles

Harrogate

- Via A170 through Ripley, Ripon and Thirsk – 36.1 miles
- Via A1(M) & A170 through Flaxby, Dishforth and Thirsk – 39.3 miles
- Via A6055 through Knaresborough, Helperby and Coxwold – 29.7 miles

Middlesborough

- Via A19 through Crathorne, Ingleby Arncliffe and Thirsk – 39.7 miles
- Via B1257 through Stokesley, Laskill and Helmsley – 32.9 miles
- Via A19 & A170 through Crathorne, Northallerton and Thirsk 43.8 miles





an Ampleforth education is
A Compass for Life



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