

Job title:	Hospitality Manager	Salary:	£19,870.62 per annum (pro rata £17,452.92)	Contract term:	Permanent Term Time only plus 1 week and INSET days. 35 hours per week (Monday – Friday)
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Responsible to:	Senior Admin Officer/PA to the Principal	Responsible for:	Midday Assistants
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<u>Mossbourne Federation</u>
<p>The Mossbourne Federation is the realisation of Sir Clive Bourne’s dream to provide the children of Hackney with an outstanding education. Since 2004 the Federation has nurtured Sir Clive’s dream by fostering kind, courteous, hard-working and well-rounded learners by providing an outstanding education based on the core values of ‘Excellence’, ‘No Excuses’ and ‘Unity’. Through upholding these core values, Mossbourne will be the first academy federation whose schools are without exception, exceptional.</p> <p>The Federation’s calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning within The Mossbourne Federation.</p> <p>The Mossbourne Federation comprises four academies: Mossbourne Community Academy (secondary and which includes The Mossbourne Federation Sixth Form), Mossbourne Victoria Park Academy (secondary), Mossbourne Parkside Academy (primary) and Mossbourne Riverside Academy (primary).</p>

<u>Mossbourne Victoria Academy</u>
<p>At Mossbourne Victoria Park Academy (MVPA) we continue to build on The Mossbourne Federation ethos to provide an exceptional education for all students in our care. With learning at the heart of everything we do, MVPA continues to raise expectations and achievement in Hackney and its neighbouring boroughs with the belief that all students can fulfill their true potential. Our staff deliver excellent lessons; our pupils enjoy a vibrant enrichment programme and have access to debate, speech making and presentation training through our oratory specialism. Our excellent teaching staff work in a rewarding environment where everyone pulls together for the same thing; the best possible deal for our pupils.</p>

<u>The Hospitality Manager Role</u>
<p>Our support staff are an integral part of what we do. They embody the same professional qualities of integrity, team-work and attention to detail as our teaching staff.</p> <p>The Hospitality Manager will be responsible to the Senior Administrator for providing hospitality to the academy’s visitors, the effective supervision of Academy’s students in and about the premises of the Academy during lunchtime periods and catering for academy staff at after school and pre-school event.</p> <p>The post holder should have personal qualities to lead and be responsible for a team of midday Assistants. They will need to be able to work effectively as part of a team, enjoy working with children and demonstrate organisation, patience & understanding.</p>

Key Accountabilities

The post holder's key responsibilities are, but not limited to:

- To organise the work of the Midday Assistants including the induction and training of new staff and undertake general line management duties
- Preparation of the Academy's dining room prior to service
- Organising lunch queues and entry of students into and from the dining hall to the playground and/or other areas of the Academy; ensuring good behaviour and a calm atmosphere.
- Dealing with any bullying/challenging behaviour that may occur by intervention or calling for assistance from teaching staff on duty, reporting incidents to appropriate members of staff according to the severity of the incident
- Directing students to seats, deciding on seating arrangements, separating disruptive students where necessary
- Encouraging students, in particular those with special needs or disabilities, to eat their meals (including those with packed lunches).
- Being aware of students on special or restricted diets for medical reasons, through information provided to the Academy.
- Encouraging social skills and good table manners, ensuring safety with knives and forks.
- Ensuring students tidy/clear up after meals in a satisfactory manner.
- Cleaning up spillages when food is spilt or dropped.
- Clearing up vomit or other spillages in the dining hall in accordance with infection control procedures, ensuring students visit the medical room where appropriate.
- Supervision and control of students inside the Academy premises when they are not permitted to go outside due to poor weather.
- Ensuring that all students return to the care of teachers/other staff as appropriate at the end of lunchtimes.
- Cleaning and tidying of the dining room at the end of the service
- The purchase and serving of breakfast for the extended leadership team meetings, Wednesday 07:15am
- The ordering and service of an appropriate meals when staff are remaining late at the academy for a scheduled event, e.g/ parents' evening, academy production, open evening etc
- Organising student exam breakfast from 07:30 on the day of public examinations
- Organise refreshments for meetings and visitors to the academy
- Other associated duties as required

Associated support duties, including:

- Reporting any damages to the site manager
- Where required, assisting with the till/biometric system to record lunches taken.
- Admin/reception duties

This list is not exhaustive and may vary should the needs of the Academy change in future. The post holder may be required to undertake other tasks as may be reasonably requested by the line manager/Principal

Person Specification

Essential [E] or Desirable [D]	Requirements	Assessment Criteria		
		Interview	Application form	Task (lesson)
Experience				
E	<ul style="list-style-type: none"> • Midday Meal Supervision 	✓	✓	✓
E	<ul style="list-style-type: none"> • Excellent interpersonal skills and the ability to liaise effectively with staff with varying levels of seniority 	✓	✓	✓
E	<ul style="list-style-type: none"> • Punctuality, reliability and ability 	✓	✓	✓
E	<ul style="list-style-type: none"> • Ability to communicate positively and effectively at all levels with excellent written and spoken English 	✓	✓	✓
E	<ul style="list-style-type: none"> • Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail 	✓	✓	✓
E	<ul style="list-style-type: none"> • Ability to be an effective team member using initiative, being proactive and having a flexible approach to work 	✓	✓	✓
Qualifications				
D	<ul style="list-style-type: none"> • First Aid 		x	
IT knowledge				
D	<ul style="list-style-type: none"> • Advanced knowledge of the Microsoft Office Suite, specifically Word and Excel is an essential requirement of the role 		x	
Behavioural Competencies				
E	<ul style="list-style-type: none"> • Excellent analytical and multi-dimensional communication skills 	✓	✓	
D	<ul style="list-style-type: none"> • To have a strong understanding of the Academy: its culture, climate and values 	✓	✓	
E	<ul style="list-style-type: none"> • To act in accordance with authority, organisational standards, needs and goals of the Academy 	✓	✓	
E	<ul style="list-style-type: none"> • Ability to dress, in accordance, to the standards expected by the Academy in a professional Reception function 	✓	✓	
E	<ul style="list-style-type: none"> • Ability to be flexible and to provide cover at short notice is an essential 	✓		✓
D	<ul style="list-style-type: none"> • Strategic approach, ability to see the 'big picture' and also think 'outside of the box' 	✓		

E	<ul style="list-style-type: none"> Ability to meet ALL deadlines internally and externally ensuring output consistently is of an exemplary standard 	✓		
E	<ul style="list-style-type: none"> Must have the upmost integrity as well as high levels of motivation and commitment 	✓		
E	<ul style="list-style-type: none"> Proactive approach and efficient time management and prioritisation skills 	✓		
E	<ul style="list-style-type: none"> Genuine interest and passion for the education of young people and the ability to contribute more widely to the life and community of the Federation 	✓	✓	
Applicable to all staff				
E	<ul style="list-style-type: none"> Undertake training as required to so in order to fulfil the requirements of the role 	✓	✓	✓
E	<ul style="list-style-type: none"> Support Mossbourne's efforts both verbally and non-verbally (i.e. via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings 	✓	✓	✓
	<ul style="list-style-type: none"> Recognise your role as part of the succession of Mossbourne 	✓	✓	✓
E	<ul style="list-style-type: none"> Play an active role in terms of Safeguarding all students and adults 	✓	✓	✓

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.