



JOB DESCRIPTION

Deputy Head Butler

Department	Senior Common Room (SCR)/Hall
Salary	£30,378-£35,608 per annum (discretionary to £38,784 per annum), Grade 5 of the University of Oxford pay scales depending on qualifications and experience. In addition, all full-time roles In addition, Wadham College also pays full-time staff a further £1,730 Oxford Weighting per annum
Hours	Full time: 2080 hours per annum as per roster (based on a notional 40 hours per week). The roster includes evening, weekend and bank holiday shifts and College procedures should be followed for any additional hours and time off in lieu (TOIL). The postholder is required to be flexible and additional hours may be required which can be taken back as time in lieu. Overtime is not paid.
Contract type	Permanent following a satisfactory completion of a 6 month probationary period.
Reporting to	Head Butler
Contact	Head Butler, Deputy Head Butler, Assistant Butlers, SCR/Hall Team, Domestic Bursar, Catering staff, Cellarer, Fellows, Students, Head Chef/Sous chef, other Heads of Department
Additional information	Annual leave entitlement will be 30 days, including five days over the Christmas period, plus bank/public holidays. Due to operational requirements, you may be required to work on any of the bank holidays or weekends, for which time off in lieu will be provided. A uniform is provided Parking and accommodation is not available. The College provides a bus pass scheme, designated area for bicycles and operates a cycle to work scheme. Further details on staff benefits can be found on the back page
Start date	From August 2023 onwards
Standards	 We are a certified Oxford Living Wage employer  INVESTOR IN PEOPLE

Wadham College

Wadham is one of the largest of the colleges of the University of Oxford, with approximately 450 undergraduates, 300 postgraduates, around 70 Fellows and approximately 120 support staff. Founded in 1610, Wadham celebrated its 400th anniversary in 2010.

Wadham attracts undergraduate and postgraduate students from a wide range of backgrounds thanks to its informal atmosphere, academic strength, historic environment and the open-minded, progressive and socially aware attitude of its community. Wadham College is proud to be a Living Wage employer since April 2015 and has been awarded Investors in People since 2003.

The College's Governing Body consists of the Warden and Fellows and is chaired by the Warden. The current Warden is Robert Hannigan (Classics, 1983) who came to Wadham in September 2021.

Further information about Wadham College can be found at www.wadham.ox.ac.uk

General Overview

The Deputy Head Butler is a key role in the SCR/Hall team and is responsible, under the supervision of the Head Butler, for the day-to-day supervision, administration and maintenance of the highest standard of service in all catering service areas. This includes the Senior Common Room (SCR), Hall; Refectory (cafeteria-style), JCR Bar, and other function rooms.

The SCR/Hall management team consists of a Head Butler and two Deputy Head Butlers. The Head Butler will delegate tasks to each Deputy Head Butler to ensure that workloads are covered and there is clear supervisory responsibility for staff, casual workers and agency workers during a shift. The Deputy Head Butlers are expected to support one another in ensuring that there is clear communication and an effective handover so that high standards are maintained across the department. This role involves deputising for the Head Butler in their absence and ensuring the effective running of the department.

It is expected that the Deputy Head Butler will be in attendance at College functions including student and SCR guest nights, special dinners and at large conference dinners to ensure that an efficient and friendly service is provided. This role will involve some weekend and evening working.

Responsibilities and duties

This role is fully operational and will involve a totally hands-on approach to work in all food and beverage areas as and when required including the Hall, Senior Common Room and the New Refectory. The general duties include, but are not restricted to:

Service and functions

1. Assist the Head Butler, and deputise in his absence, in supervising the service of all meals and other catering functions within the College and liaising where necessary with other departments.
2. Carry out daily routine tasks for example waiting on table; setting up tables and servicing college events; operating equipment; assisting in food service; cleaning of all service areas and ensuring this meets with hygiene procedures and regulations and cleaning schedule.
3. Daily monitor hygiene and work practices during food service periods in accordance with food safety regulations and to ensure all services of alcohol are conducted in accordance with the licensing laws and the College licence.

4. Provide accurate records of all wine consumed in the SCR and at functions in accordance with set procedures.
5. Be responsible for the secure receipt and return of wines from and to the College Cellar (through the Cellarer), and for the correct serving of all wines provided from the Cellar.
6. Support the Head Butler and other Deputy Head Butler in ensuring there is effective communication between the SCR/ Hall team and the catering teams so that service runs smoothly.
7. Assist the Head Butler in reviewing and updating the standard operational manuals in the department.

Staff Supervision

8. Support the Head Butler, and deputise in their absence, with the management and supervision of all SCR and Hall staff, both full and part-time, casual, agency and seconded. Liaise with the other Deputy Head Butler to ensure that staff are clear about who to report to in the Head Butler's absence.
9. Ensure that the Head Butler is kept updated on departmental matters, where necessary and chair or assist with team meetings, if required.
10. Assist the Head Butler with the production of staff rotas to ensure adequate resources are available at all times. Be actively involved in the allocation of duties, in the absence of the Head Butler.
11. Assist the Head Butler in the supervision of staff holidays and staff lieu time requests, ensuring that allocations are not exceeded and workloads are covered. Maintain an accurate method of recording contracted staff hours (e.g. TOIL) on a weekly basis.
12. Support the Head Butler in the recruitment, training and induction of all new catering service staff, casual workers and agency workers within the SCR/Hall Department.
13. In the absence of the Head Butler, ensure that all members of the SCR and Hall staff (including casual and seconded), and bar staff, are fully briefed and trained to appropriate standards in all aspects of their jobs, including correct service at table and correct dress.
14. Support the Head Butler in ensuring that all members of the SCR, Hall and Bar staff maintain high standards of courtesy, dress, hygiene and service at all times including the wearing of College uniform and PPE
15. Assist the Head Butler in ensuring that probationary reviews and annual appraisals for all catering service staff are carried out in a reasonable timeframe and all supporting documentation is completed.
16. Provide appropriate guidance, supervision and support for catering service staff as required on welfare and employee relations issues and liaise with the Head Butler, Domestic Bursar or HR Department if appropriate.

General Duties

17. Assist the Head Butler in maintaining health and safety standards of staff, paying due regard to the College Health and Safety Policy in all areas of responsibility; and support the Head Butler in reviewing and updating Risk Assessments and Safe Working Procedures.
18. Produce staff sheets for function billing purposes on behalf of the Head Butler.

19. In the absence of the Head Butler, provide accurate documentation for the preparation of SCR and Hall staff payments.
20. Maintain a regular weekly inspection programme of all catering areas to ensure the highest standards of cleanliness, hygiene and repair. Report promptly any defects to the Head Butler and or in his absence to the Domestic Bursar. Support the Head Butler in ensuring that regular audits and spot checks are carried out to ensure standards are maintained.
21. Ensure the security of the SCR, Hall, JCR Bar and College silver, including the setting of intruder/safe alarms and the allocation and return of keys. Any necessary repairs/replacements should be brought to the attention of the Keeper of the Silver, or to the Domestic Bursar, as appropriate.
22. Ensure the safe-keeping, cleaning, proper handling and storage of all College silver, glassware, cutlery and crockery.
23. Ensure presented invoices are checked and authorised for timely payments and ensure the Finance Department are informed in the event of queries/discrepancies against orders, in the absence of the Head Butler.
24. Generate orders for cleaning materials and laundry and to submit these to the Head Butler for approval.
25. Report maintenance defects to the Works Department and to progress these requests where appropriate.
26. Support the Head Butler in maintaining an up-to-date inventory of all equipment.
27. Process administrative tasks as required and ensure that departmental notice boards are kept tidy and current.
28. Be responsible for the EPOS (electronic point of sale) system as required.
29. In agreement with the Head Butler, support other areas of the college with workplace training including producing training material and delivering training.
30. To undertake any job-related training requested by the College
31. Raise orders for materials and equipment through the Head Butler.
32. Maintain records of relevant areas of responsibility.
33. Ensure strict confidentiality at all times
34. Any other duties commensurate with the role.
35. To undertake any job-related training requested by the College
36. To comply with College data protection and information security policies and ensure processes and communications conform to College GDPR (General Data Protection Regulation) requirements.
37. To work as part of a busy team and be flexible and willing to help colleagues when required.
38. To undertake any other tasks appropriate for the role.

PERSON SPECIFICATION AND SELECTION CRITERIA

1. Demonstrable experience as a Butler, Food & Beverage Services Supervisor/Manager, or a similar role in the private, educational or corporate sector.
2. Relevant experience of supervising or line managing a team and dealing with a range of staffing matters including welfare issues, training and recruitment.
3. Experience of working as part of a management team and assisting with challenging and various departmental issues.
4. Demonstrable leadership skills.
5. Excellent customer service skills.
6. A comprehensive knowledge of catering and formal dining etiquette.
7. A good knowledge of food and beverage products.
8. Good IT skills with experience of using Microsoft Outlook, Word and Excel.
9. Good numeracy and literacy skills.
10. The proven ability to work in an organized and methodical fashion and effectively prioritise work.
11. Excellent written, oral and interpersonal skills, including the ability to communicate with staff, students and visitors.
12. Ability to understand and implement H&S, food hygiene and allergen information with respect to safe practice.
13. An understanding of the importance of data protection and GDPR and ability to follow policies and procedures in relation to this.
14. Attention to detail.
15. A willingness to lead by example, with initiative.
16. Ability to establish effective working relationships across an organisation.
17. To problem solve using initiative within bounds of competency
18. Ability to work flexibly and under pressure to meet the changing demands of the College.
19. To be able to work shifts that generally will be between 9am and 10pm; this will include weekends and bank holidays.
20. Willingness to undertake further training including the successful completion of the Personal Licence Holder course. (The qualification is essential for this post; attendance will be arranged for those not already in possession of a valid licence.)
21. Ability to carry out the requirements of the role.
22. Ability to follow and carry out management instructions.
23. To maintain College confidentiality at all times.
24. Be able to work on own initiative and as part of a team.
25. To maintain development by undertaking training suitable to the post.
26. To have a flexible attitude towards scheduling and duties.
27. To be presentable and maintain dress and department standards.
28. To be friendly, polite, honest and reliable.

Desirable

1. A catering/hospitality qualification.
2. Knowledge of basic H&S and Fire Regulations
3. Previous experience of large institution working, e.g. schools, colleges, hotels etc. in a similar role.
4. Experience of a computerised meal booking system.
5. Experience of planning tasks
6. Previous experience of manual handling and COSHH
7. A food hygiene certificate.
8. A personal licence.
9. Good interpersonal communication skills.
10. Good level of computer-based programs.

APPLICATION PROCESS

Applicants are asked to complete an application form, including the contact details of two individuals willing to act as referees:

1. The first referee should be the applicant's current or most recent a former line manager, Head of Department or someone with supervisory responsibilities
2. The second referee should ideally be a former line manager, Head of Department or someone with supervisory responsibilities from a different establishment than the first referee.

Applicants should ensure that they outline the reasons for their interest on the application form and the qualities they feel would make them particularly suitable for this position. Applicants will be judged on their completed application form and how they meet the selection criteria outlined above.

Please can you complete an equal opportunities survey form which can be found online at: <https://app.onlinesurveys.jisc.ac.uk/s/oxford/equality-diversity-monitoring-form-26-27-academic>. If you would prefer a printed copy then please contact the HR Department at vacancies@wadham.ox.ac.uk or on 01865 277900.

The deadline for receipt of applications is **12 noon on Friday 14 October 2026**. Shortlisted applicants will be notified thereafter for interview and all applicants will receive a response as soon as possible (usually within three weeks). Applications should be sent to: vacancies@wadham.ox.ac.uk or alternatively the HR Department at Wadham College, Parks Road, Oxford, OX1 3PN.

Special Arrangements

The College welcomes applications from candidates who have a disability. These documents will be made available in large print, audio or other formats on request. Applicants invited for interview will be asked whether they have any special requirements to make the interview more convenient and effective for them.

Data Protection

Information regarding the way we process your personal data, as part of the General Data Protection Regulation (GDPR) and Data Protection Act, can be found at on our website at: <https://www.wadham.ox.ac.uk/gdpr-framework>. This includes a copy of the Privacy Notice for Job Applicants.

Wadham College Equality Statement

Subject to statutory provisions, the aim of our policy is to ensure that no applicant, student, or member of staff will be discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or parenthood, race, religion or belief, sex, or sexual orientation, or be disadvantaged by conditions or requirements which cannot be shown to be permitted by law.

Values Statement

Wadham has a cherished tradition of being at the forefront of advancing equality of opportunity, and celebrates vigorous debate, independent thought, and academic excellence. We seek to create a welcoming, accessible, and secure environment in which to work, study, live, and visit. Our community embraces people of all ages, backgrounds, races/ethnicities, nationalities, beliefs (including religious beliefs), genders, sexualities, dis/abilities, and appearances. This inclusiveness, underpinned by mutual respect and consideration, enriches us all.

Sustainability at Wadham College

Wadham is working on an ambitious programme of improvements to sustain our environment for future generations. We feel a duty to carry out our activities in an environmentally responsible manner. We are committed to being part of the University's efforts to improve environmental sustainability, locally and globally. Find out more and read Wadham's Sustainability Strategy

BENEFITS OF WORKING AT WADHAM COLLEGE

Training and Development Opportunities	Further details can be found at: https://pod.admin.ox.ac.uk/learning-and-development-opportunities-professional-services-staff-0
Free Staff Meals	If you work longer than a 6-hour shift then you are normally entitled to one meal on duty free of charge at the main College site (Parks Road) if the kitchen is open and operational. It is up to the Head of Department whether this is breakfast, lunch or an evening meal. Please be aware that there is no cash equivalent or allowance for meals missed or when the kitchen is closed.
Employee Assistance Programme (EAP)	An EAP is a confidential employee benefit designed to help you and your immediate family deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. A 24/7 helpline is available to assist you which can provide counselling support as well as a smartphone app and wellbeing portal to access further information.
Corporate Discounts (through the University of Oxford)	Below is an example of the discounts available (this list is not exhaustive) • 10% discount in some University shops • Free entry to Oxford colleges and libraries which charge for admission • Discounted computer software from the University Computing Service • Free access to the University Botanical Gardens • Discounted membership of the Iffley Road gym and swimming pool
Access to Wadham Gardens and Leisure Facilities	Staff may use the gardens at Wadham, sports ground pitches and tennis courts (located on Marston Ferry Road, Oxford). Wadham College hires a punt annually from the Cherwell Boat House which staff are permitted to hire for a small fee and a squash court is also available within the College. The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym.
Staff Entertainment	The College arranges social events including charity raffles, coffee mornings, cake sales, quiz nights, staff Christmas party and children's Christmas party.
Pension	The University offers generous occupational pension schemes for eligible staff members. Opportunity to join the Oxford Staff Pension Scheme (OSPS). Details are available online at: https://finance.admin.ox.ac.uk/osps General information about university pensions can be found at: https://finance.admin.ox.ac.uk/pensions
Travel	The College offers travel schemes and public transport travel discounts to staff. Full details are available from the College.

Nurseries and childcare	The University offers quality childcare provision services at affordable prices to College staff. For full details about the services offered, please visit https://childcare.admin.ox.ac.uk/home . Due to the high demand for nursery places there is a long waiting list, although Wadham offers a limited number of places on a sponsored priority scheme to help reduce the waiting time.
Private Medical Insurance	The Oxford Colleges' Healthcare Scheme is available to eligible staff and further details are available from the College. Members of staff are expected to contribute to the scheme.
Discounted Guest Rooms	Staff may on occasion book a room at Wadham College, subject to availability. Staff are entitled to receive a discount on accommodation during our College vacation periods, subject to terms and conditions.