



Appointment of  
**Hospitality Supervisor**

Full time, permanent, term time plus 8 weeks  
Information for Applicants

# Letter from the head

## Dear applicant

Thank you very much for your interest in the position of Hospitality Supervisor here at Alleyn's. I am delighted that you are considering it and I hope to give you a sense of our school and why it is such a wonderful place to work! Our ROCCK values (Respect, Opportunity, Curiosity, Courage, Kindness) will also tell you what we are seeking to achieve here.

So, why Alleyn's? I started as Head here in January 2021, so I feel in a good position to help you answer that question, having asked it myself not that long ago! You'll know from the website, most of the key facts. We are an academic, co-educational through-school; (our Junior School is also on our site and we love the fact that many of our pupils learn here from 4–18). We are situated in an inspiringly leafy part of SE London, on a beautiful and well-resourced site with the City of London twinkling enticingly on the horizon, just about four miles away.

As one of the three Dulwich Foundation Schools, Alleyn's is part of a historic foundation which has been educating young people for 400 years. Our namesake and founder, Edward Alleyn, was one of the great Elizabethan players and playful academic exploration and discovery is something we very much welcome here. I won't go into the less reputable activities he was famous for, but as well as acting, Edward Alleyn was also a philanthropist and a philosopher. His "College of God's gift" was established to change the lives of children – initially, "12 poor scholars". It is rather wonderful that the original 12, has grown into our large, thriving community of more than a thousand children. Alleyn's has been honouring the founder's legacy, as one of this country's leading co-educational schools, for generations.

We are very over-subscribed and entrance to the school is intensely competitive. Our pupils are gifted and ambitious and, unsurprisingly, they do extremely well in exams. We were 16th in the national league tables for GCSE results this year, for example. I can't pretend that we are not proud of our pupils' results, we are, of course, but they are a by-product of an Alleyn's education, not the reason for it. The 'outcomes' we most care about are the incredible young men and young women who leave us. They are engaging, grounded, passionate and interesting individuals, who cross the stage at graduation, aware of who they are and what they care about and very ready to go out into the world and make it better.

The really lovely staff/pupil relationships here are critical and they underpin all we do. The strength of the relationships was one of the things people told me about before I started at the school and the other thing was how delightful Alleyn's pupils are. And they were right on both counts! Our students are grounded, engaged and enormous fun; they wear their talents lightly, they support each other, they are often impassioned and keen to fight for important causes and they are (mostly!) very engaged by the adventure of learning. They also make us laugh a great deal (You can see lots of evidence of all of this in our latest ISI report, do have a look at the highlights online).

Pretty much all our pupils are involved in the co-curricular life of the school and in our partnership and outreach programmes. This matters to us and we do ask all our teaching staff to play an active part in the co-curricular and enrichment programmes partly because so much of the fun and friendship here stems from this. Equally, of course, most staff will play a role in the pastoral care and education which is delivered through Year Groups, School Sections and Houses. The Outreach programmes at Alleyn's are a big part of who we are and a critical part of an education here.

I hope this summary has been helpful and that you feel excited by this opportunity and keen to apply. If perhaps you are thinking that a historic, academically selective independent school might be a bit daunting or might not be the right place for you, can I urge you to reconsider this? We are emphatically not a 'one-size-fits-all' community and we take great pride and delight in individual differences and the successes these bring. And of course, our pupils benefit from seeing a varied team of adults working together successfully and happily as part of a diverse and inspiring team. If you join us, we hope that you will quickly feel part of the school community and we will warmly encourage you to make the most of the many opportunities for personal and professional development on offer.

I very much hope that you will be able to get a sense of the energy and fun at the heart of our school during this recruitment process. We are, of course, delighted to answer any additional questions you might have in making your application.

Finally, I do hope you still feel inclined to apply for this position! The informality, the warmth and the unpretentious approach at Alleyn's really is infectious and I hope you will feel it, as I did, the moment you walk through the doors. There is nothing entitled, stuffy or pompous about this school. And we very much hope that you will enjoy applying for a role here and getting to know us a little bit.

May I wish you the very best of luck.

Yours Faithfully



**Mrs Jane Lunnon**  
The Head



# About The Role

Thank you for your interest in the role of Hospitality Supervisor. The aim of the role is to assist in a professional and efficient manner the Front of House and Hospitality operation ensuring the customers using the catering services at school consistently experience the highest possible standards of service and food presentation.

## Aims of the Role are:

- Supervise the hospitality staff.
- Ensure the smooth running of the function.
- Provide a friendly, efficient and hygienic service to all colleagues, pupils and visitors and ensure expectations are consistently exceeded.
- Build a good rapport with customers, helping them choose meals, discussing their views on the service provision and generally meeting and greeting and welcoming visitors and other customers to Alleyn's and the catering areas.
- Ensure that the Front of House service operates at maximum efficiency within budgetary targets, to deliver the required level of service at all times.
- To complete a set of counter checklists that ensures that all areas, whether within the main servery's or at a function, are fully resourced and ready for the service to commence.
- Ensure that all areas within the servery areas and dishwash area are always spotlessly clean and that appropriate cleaning schedules are completed. Ensure that the servery counters are spot cleaned throughout the service periods.
- Be customer focused at all times, by being visible during service periods, and approachable.
- Project a willing and helpful attitude to pupils, colleagues and visitors; seeking the appropriate knowledge of food items sold throughout catering areas and keeping areas and service counters clean and fully stocked.
- Assist in other catering areas when required.
- To take responsibility for contributing towards your own development with the guidance of your manager and attending training courses as identified.

## Health & Safety, Food Safety, the Environment:

- Adhere to the school's strict Allergen's Policy.
- Attend health and safety, food safety and environmental awareness training courses as required.
- Rigorously follow the unit cleaning schedules.
- **General:**
- Be aware of the School's Health & Safety Policy.
- In conjunction with all staff of the School, support, promote and act within the School's policies and practices about Data Protection.
- Promote the School's eco-agenda and ensure all work is carried out with a view to reducing waste and protecting our environment.
- In conjunction with all staff of the School, support, promote and act within the School's Safeguarding Policy.

Any additional duties, as directed by the Hospitality Manager, which are within the reasonable capability and responsibility of the Hospitality Supervisor.

Our Values (the Alleyn's ROCCK!)

Respect

Opportunity

Curiosity

Courage

Kindness

# Person Specification

The table below sets out the requirements for the role. The successful candidate should have a keen interest in catering and the important role it plays in school life, together with a passion for food production and customer service.

<b>Education</b>	A good secondary school level education, good numeracy and English language skills.
<b>Experience</b>	Some relevant experience in a customer service role, ideally within catering. Candidates will have experience of working in a school or experience of working with children (desirable).
<b>CPD</b>	Willingness to learn new skills and develop.
<b>Physical Attributes</b>	A basic level of fitness allowing the person to spend a significant amount of time on their feet, moving stock etc.
<b>Managing Relationships</b>	Ability to assist and work well with colleagues. The successful applicant will enjoy being part of a team. The ability to work calmly under pressure.
<b>Ability to work with Children</b>	Ability to regularly assist children with basic day-to-day issues.
<b>1:1 Oral Communication Skills</b>	Ability to communicate professionally in spoken English.
<b>Written Communication Skills</b>	Ability to complete short forms or write brief notes in English.
<b>Organisational Skills</b>	Ability to follow general instructions (working closely with a manager/supervisor) and able to organise/prioritise work on a day-to-day basis.
<b>Time keeping &amp; Flexibility</b>	Ability to be punctual and reliable, and occasionally adapt working hours to suit the needs of the School.
<b>Attention to detail</b>	Ability to identify problems with your own and others work within the School, including written and/or numerical work and to correct or report these issues to others.
<b>Enthusiasm/Motivation</b>	Enthusiastic and self-motivated, actively seeking to further the School's best interests.
<b>Awareness of whole-School Activity</b>	Awareness of activities taking place both within the Department and across the School.
<b>Confidentiality &amp; Discretion</b>	An awareness that the role holder's position may from time-to-time give them access to information which cannot be shared externally.
<b>Problem Solving Skills</b>	Ability to solve problems that may significantly impact on the service provided from the catering department

## Line Management:

The Hospitality Supervisor is managed day to day by the Hospitality Manager (who reports to the Catering Manager) and has free access to the COO.



EA Bean

Fire exit



# Working at Alleyn's

## Terms and Conditions

The job is available on a full-time basis, term time only plus eight weeks (42 weeks). The core hours are based on 40 hours per week, working 5 out of 7 days, excluding a 30-minute break for lunch. However, the role holder will be expected to work occasional evenings to cover events at the school. Therefore, exact working hours will vary depending on the needs of the School. In addition, the successful candidate must be able to work occasional overtime (for which TOIL or additional payment will be given). The successful applicant will be expected to work a full day on Founder's Day, one Saturday per year in late June or early July.

The salary will be £27,265 per annum and will be paid over twelve-monthly instalments (based on an FTE of £29,867 per annum).

The School offers additional benefits to its staff, including the use of the School swimming pool and gym, subsidised yoga and Pilates classes, a holiday purchase scheme, access to the library, free tickets to School performances, and the opportunity to join one of two private healthcare plans. Staff also enjoy discounts with local businesses and may use holiday sports camps for the children of staff at a preferential rate.

Members of staff who have children attending Alleyn's Junior and Senior Schools will benefit from 25% fee remission, which, subject to means testing, may increase to a maximum of 85%. This is a non-taxable benefit, and any means-tested element is reviewed annually. Staff children must meet the same admissions criteria as all pupils at Alleyn's. There is also some fee remission available in respect of staff children attending Dulwich College and James Allen's Girls' School, though the terms and conditions are different and it is taxable benefit.

The role holder will have access to, and may be automatically enrolled into, the School's Group Personal Pension Plan. This plan may involve contributions being made via salary sacrifice based on matching 5% contributions from the employer and employee and is currently run through Legal & General.

The post is permanent following successful completion of a six month probationary period.

On completion of the required recruitment checks, the post would be available to the successful candidate with immediate effect or at the completion of their due term of notice.

## Commitment to Safeguarding

We are fully committed to providing a safe environment for children, staff and visitors.

We promote a climate where anyone in the community can freely share their concerns about themselves, or others, in terms of individual safety and well-being.

We protect the interests of the children at Alleyn's through awareness among all members of staff of the kinds of issues of abuse, maltreatment and neglect that would impair a pupil's health or development.

In this way, Alleyn's supports its pupils' development by fostering security, confidence and independence.

We provide an environment in which children and young people feel safe, secure, valued and respected, and know how to approach adults if they or those whom they know are in difficulties, with the assurance that they will be listened to.

Everyone in the staff community at Alleyn's takes responsibility for safeguarding, and we always aim to act in the best interests of the child.



# Arrangements for the Appointment

## Applications

The application form can be downloaded from our website, [www.alleyns.org.uk/jobs](http://www.alleyns.org.uk/jobs).

Candidates should complete all sections of the form and submit it together with a completed Equal Opportunities Monitoring Form, full CV and covering letter.

Please address your covering letter to the Catering Manager, Carlo Lubrano, **explaining in your letter why you are interested in this particular position at Alleyn's and why you think it would suit you at this time in your career.**

All documents should be emailed to [jobs@alleyns.org.uk](mailto:jobs@alleyns.org.uk).

Alternatively, they can be posted to:

HR Department, Alleyn's School, Townley Road, London SE22 8SU.

**The deadline for applications is midday on Wednesday 5 June 2024.**

If you have any questions you are very welcome to contact the Recruitment Manager, Karolina Walicka, by email at [jobs@alleyns.org.uk](mailto:jobs@alleyns.org.uk) or by phone on 020 8613 5016.

## Interviews and Appointment

Interviews will be conducted at the School. This will consist of interviews with relevant colleagues including the Catering Manager and Hospitality Manager. There will also be an opportunity to meet with other relevant staff. Please note that references may be taken up before the interviews. If you would prefer to be contacted first please state this.

## Safeguarding Checks

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced DBS check.

## Equal Opportunities

As an Equal Opportunities employer we welcome applications from all applicants who meet the requirements for the position. However we are especially keen to receive applications from those in minority groups for which the School is currently underrepresented. We celebrate diversity and thrive on the benefits it brings.



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