

Loughborough College Group

Job Description

1. Job Details

Job Title:	Sessional Front of house/Banqueting Staff – Brooksby College
Department:	Catering
Reporting To:	Head of Commercial
Competency Level:	Business Support 1
Hay Grade:	GS02.10
Salary:	£13.97 per hour
Date of Job Evaluation:	October 2025
Date:	October 2025

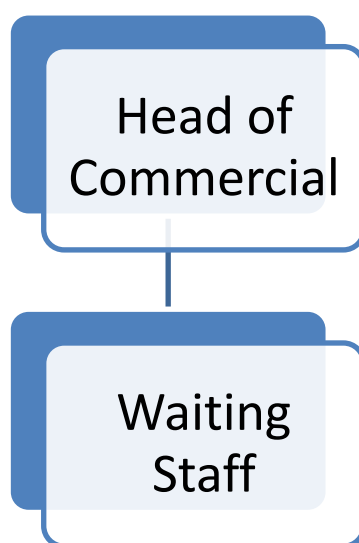
2. Job Purpose

To work under the direction of the Events Manager and Coordinators to deliver exceptional service to all commercial clients at Brooksby Hall. This includes weddings, proms, conferences, Sunday lunch service, and a variety of other functions hosted at the venue.

3. Dimensions

Not applicable.

4. Organisation chart



Name:	Job description Template	Owner:	HR
Document Reference:	HR-TCG-162	Last Review:	Aug 2025
Version:	1.0	Next Review:	Aug 2027

*This document is the property of the Loughborough College Group.
 Any reproduction, even partial, is prohibited without prior written agreement.
 Document "uncontrolled" when printed.*

5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- Assist in the setup and clear-down of event spaces for weddings, proms, conferences, and formal lunches, ensuring all areas met venue standards and client specifications.
- Greeted and seated guests in a professional and welcoming manner, contributing to a positive first impression and smooth event flow.
- Served food, drinks, and canapés efficiently and courteously, maintaining attention to detail and presentation standards throughout service.
- Collaborated with the Events Manager, Coordinators, and kitchen team to deliver seamless service in line with event plans and timings.
- Supported bar operations when required, ensuring responsible service and maintaining stock levels.
- Monitored guest satisfaction, promptly addressing any requests or concerns to enhance the overall experience.
- Adhered to health, safety, and hygiene protocols, keeping service areas clean and compliant at all times.
- Demonstrated flexibility by working varied hours, including evenings and weekends, to support a busy events schedule.

Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Responsible for Hazard and Critical Control Points.	Accurate documentations and filling of all daily records for hygiene and food safety purposes.
Efficient working practices.	To ensure that a high level of customer care is provided at all times.
Deliver professional food and beverage service during high-volume banqueting and events.	Ensure smooth event operations and contributed to consistently positive guest feedback and repeat bookings.
Coordinate with team to help manage table setup, timing and guest requests.	Improved service flow and help reduce guest waiting times thus enhancing overall event satisfaction.

8. Key Working Relationships and Communications

Internal: Staff

External: Guests, event organisers, wedding planners, external catering suppliers, venue clients or corporate partners.

9. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Understands customer expectations; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Holds or willing to work towards a Food Hygiene Certificate, demonstrating awareness of food safety and cleanliness standards	•		Application/ Interview
2.	Hold a Hospitality and Catering NVQs (or equivalent), providing a solid foundation in customer service and event operations		•	Application/ Certificates
3.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
4.	Gained hands-on experience within the hospitality sector, including customer-facing service roles in fast-paced environments.	•		Application
5.	Worked on weddings and banqueting events, supporting large-scale functions with efficient and professional service.		•	Application/ Interview
6.	Experienced in bar and drink service, including preparing, serving, and handling beverages responsibly.		•	Application/ Interview
7.	Exceptional working in high-pressure environments and able to meet deadlines according to event schedules.	•		Application/ Interview
SKILLS & KNOWLEDGE				
8.	Strong attention to detail in presentation, cleanliness, and order accuracy.	•		Interview
9.	Time management and multitasking abilities, maintaining efficiency during busy service periods.	•		Application/ Interview
10.	Teamwork and collaboration, supporting others to achieve smooth event execution.	•		Application/ Interview
11.	Understanding of health, safety, and food hygiene regulations within catering and event environments.		•	Interview
12.	Able to engage confidently with guests, colleagues, and event organisers.	•		Interview
13.	Show adaptability and flexibility in changing event settings and varying shift patterns.	•		Interview
14.	Show initiative and proactive attitude, anticipating guest needs without waiting for instruction.		•	Interview
15.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
16.	Able to follow instructions and training accurately, ensuring consistency with venue standards and event requirements	•		Interview

17.	Friendly and approachable, with a professional attitude when interacting with guests and colleagues	•		Interview
18.	Punctual, reliable and able to maintain excellent timekeeping and commitment to scheduled shifts	•		Interview
19.	Promote the College's equal opportunities policy and practices	•		Interview
20.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the college. This is expected of you in the post mentioned above and all other posts within the College.
3. This job description and person specification was prepared in October 2025 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
-----------------------------	--	-------------	--