

WORK WITH US AT FRAMLINGHAM COLLEGE

Recruitment Pack



Service Supervisor

Employment Status	Full Time • Permanent
Employment Location	Framlingham College Senior and Prep School
Closing Date for Applications	Friday 14 th August 2026

IMPORTANT INFORMATION

Framlingham College is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

framlinghamcollege.co.uk/employment

Framlingham
COLLEGE

WHERE EVERY PUPIL CREATES THEIR OWN STORY



Welcome from the Principal

Dear Applicant,

Thank you for your interest in the position of Service Supervisor at Framlingham College.

We are looking for enthusiastic, motivated and reliable people to join our team as Service Supervisors. Successful applicants will have a good understanding of hospitality and food service and have experience of working in a customer-focused environment. Good organisational and planning skills along with excellent communication skills will be essential.

You will be professional in your approach with a friendly can-do attitude. You will be a team player as well as having the ability to supervise a small team.

As well as serving three meals a day for pupils and staff the front of house team deliver annual House Dinners, the Leavers' Balls and a variety of other functions and lettings. There is a daily tuck shop, match teas and café service on a regular basis.

This position involves working an average of 40 hours per week on a rota basis, including evenings and weekends, for 48 weeks of the year. There may be flexibility for this to increase to up to 52 working weeks. The role offers an annual salary of £26,351.

We offer a supportive working environment, a competitive salary as well as free lunch each day the kitchen is operational. We also offer 33 days holiday (including bank holidays), access to other benefits including contributory pension scheme and complimentary membership to our Sports Centre.

Please submit an application form using the link on our website, or contact the HR Department on 01728 723789, email: hr@framlinghamcollege.co.uk or from www.framlinghamcollege.co.uk.

Applications are reviewed upon receipt, you are therefore advised to apply at your earliest convenience

Louise North

PRINCIPAL, FRAMLINGHAM COLLEGE

How to Apply

Before applying, you are strongly advised to read through the Application Guidance Notes and Job Applicant Privacy Notice (available on our website).

Please submit a cover letter outlining your suitability for the role together with an application form. CV's will not be accepted in substitution for completed application forms in the absence of good reason. CV's may be submitted in addition to the application form in order to supply additional background information.

Applications will be reviewed upon receipt, you are therefore advised to apply at your earliest convenience.

You will be notified of an exact interview date if you are shortlisted for interview.

If you have not submitted your application via MyNewTerm, please send your cover letter and completed application form to: The HR Department, Framlingham College, College Road, Framlingham, Suffolk. IP13 9EY. You can also email your application to: hr@framlinghamcollege.co.uk

All information within your application will be treated confidentially.

References

All successful appointments at Framlingham College are subject to receipt of two satisfactory references and all applicants will undergo child protection screening, including checks with previous employers and the Disclosure and Barring Service. Further information can be found within the Application Guidance Notes.

Employee Benefits

The successful candidate will be eligible for the following benefits upon commencement of employment:

- Competitive rates of pay;
- A free lunch each day when the kitchen is operational;
- Free parking for all employees;
- Auto-enrolment into a contributory pension scheme with Legal & General;
- Access to a pensions adviser;
- Professional development and ongoing CPD through internal and external training;
- Personal Accident Insurance;
- 24/7 access to our Employee Assistance Programme;
- Complimentary membership of Framlingham College Sports Centre, which includes access to the swimming pool, gym, tennis and squash courts;
- FramSoc membership, which includes free or discounted admissions to seminars in the College Theatre or Chapel;
- Cycle to Work scheme;
- Discounts with many local businesses within Framlingham;
- Family Swimming Sessions at Framlingham College Sports Centre;
- Christmas Shutdown.

Job Information

Reports To

Front of House Manager

Job Location

Framlingham College Senior School and Prep School

Hours

40 hours per week for 48 weeks of the year.

Pension:

Contributory Scheme Available

Job Description

JOB PURPOSE

To assist the Front of House team in the successful operation of food service, undertaking appropriate tasks as instructed and required.

KEY RESPONSIBILITIES:

This is not an exhaustive list and the post holder will be expected to show flexibility and assist with other tasks of a similar nature. The post holder will be expected to work at Framlingham College as well as Framlingham Prep as necessary.

- To supervise Catering Service Assistants and make sure all duties are carried out correctly and to a high standard.
- To assist with the service of meals to School pupils and staff and to assist with general front of house duties as directed by the Front of House Manager.
- Excellent customer service skills.
- Food service and distribution.
- Cleaning and washing up.
- Comply with hygiene and health and safety measures at all times.
- Work in a flexible manner and be prepared to assist with service at functions and during lettings at the Framlingham College site or off site.
- Presentation and service of sandwiches and cakes for match teas and parent teas.
- Production of packed lunches for students.
- Serve in the College Café:
 - taking cash payment
 - working as a Barista producing a range of hot drinks to order
 - clearing tables
 - Presentation and set up of service areas which include:
 - Salad bar
 - Café
 - Tuck shop
 - cold dessert counter
 - fruit display
 - bread baskets
 - jacket potatoes
 - cutlery and trays
 - Cleaning, top up and servicing of beverage vending machines.



Customer service

- Serving students, staff and visitors at mealtimes.
- Serving students and staff in the school café including cash taking.
- Serving visiting students and parents at match teas and tournaments.
- Serving members of the public and students at formal dinners.
- Waiting on tables at functions.
- Serving a variety of different groups and commercial lets during the enterprise business period.
- Serving alcohol on drinks receptions.
- Serving on bars involving cash handling.

Cleaning and washing up

- Washing up after meals.
- Clean as you go. Food hygiene policy.
- Floor mopping and scrubbing.
- Cleaning tables and chairs.
- Sweeping dining room floor.
- Equipment cleaning – Hot plates, chilled displays, beverage vending machines, fridges, dishwasher, waste disposal and assorted small service equipment.

Work in a flexible manner and be prepared to assist with functions and lettings catering at the Framlingham College site or off site.

·As a Front of House assistant your role will be varied and may change daily, working in different areas and carrying out different duties as requested.

·It is expected that all front of house staff will work on a shift basis to ensure that there is cover for breakfast, lunch and supper, as well as any cafes, functions and lettings.

It is the post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact with, to adhere to and ensure compliance with the school's Safeguarding Policy at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the school's Designated Safeguarding Lead.

This Job Description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties. Employees will be expected to comply with any reasonable request from management to undertake work of a similar level that is not specified in this job description. It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.

Person Specification

E = Essential • D = Desirable

QUALIFICATIONS

GCSE's or Equivalent	D
NVQ Level 2 in Food and Beverage Service	D
Basic Food Hygiene Certificate	D

PROFESSIONAL EXPERIENCE

The ability to be a good leader and to have confidence in delegating tasks to other staff members	E
Previous experience in a supervisory role in a catering post	D
Experience in a customer-facing role	D

PROFESSIONAL COMPETENCIES AND SKILLS

Able to organise own work effectively	E
Good verbal skills: able to communicate effectively face to face with pupils, staff and guests	E
Basic literacy and numeracy: in order to read instructions/complete forms etc	E
Awareness of Health, Safety and Hygiene regulations	D
Working knowledge of equipment used in kitchens	D

PERSONAL ATTRIBUTES

Flexible approach	E
Punctual and reliable	E
Willing to take instruction and work as part of a team	E
Positive “can do” attitude	E
Polite and helpful attitude	E
Self-confidence and the ability to show initiative when supervising other Staff Members	D

SAFEGUARDING

Awareness of safeguarding issues	E
Knowledge of safeguarding children legislation and good practice	D



Our Location

Framlingham College comprises of the Prep School in the beautiful surroundings of the idyllic neo-Tudor Brandeston Hall beside the River Deben in the village of Brandeston, and the Senior School, set amongst stunning surroundings in the market town of Framlingham - approximately five miles from Brandeston.

The town of Framlingham pre-dates its mention in the Domesday Book of 1086 and is perhaps most famous for its castle. This magnificent monument occupies a hill on one side of the town's mere, while the Senior School campus tops the rise opposite.

On Tuesdays and Saturdays, the town centre hosts a busy market selling food and drinks, gifts and collectibles. Framlingham boasts a range of independent shops, covering practically every need, while the numerous eating places and pubs cater to almost every taste.

Just a few miles from Suffolk's Heritage Coast – embracing Aldeburgh and Southwold, amongst many other seaside locations – Framlingham is about 35 minutes by car from the county town of Ipswich, 40 minutes from Bury St Edmunds in the west of the county and an hour from the city of Norwich in Norfolk.

There are regular trains from Ipswich to London's Liverpool Street station. London Stansted Airport and Norwich Airport are each just over an hour's drive away from Framlingham.

About Framlingham College

Framlingham College is a co-educational, independent boarding and day school for pupils aged 3 - 18.

The College embraces pupils with a wide range of interests and abilities and offers a huge number of co-curricular activities and sports that complement our academic curriculum and enrich our pupils' experience. We believe that learning happens within and beyond the classroom; our pupils and staff have high expectations of and for themselves within a supportive and aspirational environment. We believe in instilling curiosity, a spirit of enquiry and a love of learning for learning's sake, in every pupil.

Our vision is to develop in each child the knowledge and skills they need to thrive as global citizens in their adult world.