

Hospitality Team Manager

Job Description & Personal Specification

Overview

Centre:	Whitemoor Lakes
Position:	Hospitality Team Manager
Reporting to:	General Manager
Hours:	37.5 Hours (Any 5 days out of 7, including evening and weekends)
Role Type:	Permanent, Full Time, Shift Work
Overall Purpose:	To provide complete oversight for the Hospitality Department, including staffing, health and safety, daily planning and implementing of group requirements, whilst providing an excellent standard of guest accommodation, food service and venue rooms to exceed guest expectations.

Job Description

- To provide strong leadership and clear guidance to the department team in the form of being a constant presence within the team, competent planning, good communication and being the first point of contact for hospitality team staff. Must be hands on with a willingness to get stuck in.
- To undertake HR responsibilities for the department, in collaboration with the General Manager and the HR administrator at Head Office, including recruiting staff, when applicable, in line with the organisation recruitment policy, completing all necessary paperwork and then to provide relevant staff training for the department, from the initial induction to maintaining up to date staff training records.
- To hold annual staff appraisals with the team.
- To complete / have oversight of the department staff rota including contracted, casual and agency staff, providing adequate staff cover for the needs of the business, in line with departmental budgetary requirements
- To have complete oversight of Health and Safety for the department, including COSHH, legionella testing and water flushing, amongst other things, maintaining accurate records to the required standard.
- To liaise with external partners, forging good working relationships, including laundry provider, chemical suppliers, and hygiene service provider, to ensure orders are placed on time, regular linen quality checks and maintaining budget
- To have oversight / undertake stock ordering and control (chemicals, cleaning products, cleaning equipment)
- To have oversight of the Hospitality Team budget and working within the constraints of the budget set.
- To provide input into the Centres weekly operations meeting

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- To ensure the requirements of each group staying / visiting, are met, on time and to the correct standard, including accommodation, dining, and venue rooms, as per the group run sheets.
- To assist your Hospitality Team Supervisors in the daily planning and prioritisation of tasks, using group run sheets to action group requirements.
- To bring new ideas to the department, and to regular review ideas implemented to enable us to raise the standards of our Hospitality department, whilst bringing your team on board, to allow us to take our customer service to the next level.
- To ensure food hygiene regulations are met within our dining room and food service
- To produce, implement and maintain a deep cleaning schedule to ensure the Centre is kept to a high standard of cleanliness
- To assist the GM / HOC with a decorating schedule for maintaining an excellent level of standards across all accommodation.
- To, on occasion, act as Duty Manager, across the whole centre, therefore being first point of contact for staff, and guests, should any problems arise. Being able to resolve situations and competent in dealing with complaints.
- To undertake other duties as requested by the General Manager / Head of Centre.

This job description dates from November 2021 and may be subject to review at any time as deemed necessary.

Personal Specification

Attributes	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent / Clear communicator, with good command of the English language (speaking, reading and writing). • Personable & approachable, with the ability to respond positively to guests & staff needs. • Flexible, punctual, and reliable. • A strong team leader, being able to manage and supervise a team. • Methodical, organised, planning schedules and being able to prioritise tasks. • Comfortable & confident when working as part of a team, but also working alone. • Committed team player, being able to forge good working relationships within the team. • Keen eye for detail. 	<ul style="list-style-type: none"> • Efficient and competent with working with computerised systems, including word and excel, MS Teams
Experience	<ul style="list-style-type: none"> • Good understanding of a residential hospitality environment. • Previous experience working in a hospitality and cleaning services role. • Previous experience of managing and leading a team. • Experience of working to a tight schedule or regular task list. • Experience of Health and safety practises within a Hospitality setting • Experience of basic HR processes, including recruitment and mentoring • Duty Management experience in a Hospitality setting. 	<ul style="list-style-type: none"> • Stock ordering and control Planning staff rotas • Previous experience working with children • Working with a hotel / residential centre computerised booking / information system. • Liaising with external suppliers
Education/ Qualifications	<ul style="list-style-type: none"> • First aid certificate or a willingness to learn • COSHH training • Food hygiene certificate or a willingness to learn 	<ul style="list-style-type: none"> • No formal qualifications are needed for this role; however, a good standard of numeracy and literacy is required.
Other	<ul style="list-style-type: none"> • Fully supportive of the aims and Christian ethos of the Charity. • High standard of personal grooming, dress and appearance. 	