

## Job Description

<b>Post title</b>	Hospitality Manager
<b>Post No</b>	PTC
<b>Grade</b>	Scale 6 point 19-22
<b>Salary</b>	£29,777- £31,364
<b>Reporting to</b>	Pavilion Manager
<b>Location</b>	The normal place of work for this role will be The Pavilion but the post holder may be required to work at any location or property of Peterlee Town Council.
<b>DBS</b>	This post is not subject to an Enhanced disclosure.
<b>Politically restricted</b>	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

### Description of role

To work as part of the duty management rota of the Pavilion with specific responsibilities to oversee the daily operations of Funk-a-deli Café & Bistro and Bars, and function spaces to ensure customer satisfaction and a high standard of service provision. To assist the manager in controlling expenditure and maximise income opportunities to achieve, or preferably exceed, annual financial objectives. To act as a link between café customers and venue hirers, hospitality staff, senior officers, and the council to ensure effective understanding of service needs and improvements.

### Duties and responsibilities

To assist the Centre Manager in the following:

1. All aspects of the management of the Pavilion and facility and the staff engaged in providing this service including:
2. To undertake general day to day Duty Manager responsibilities including opening up and closing the building, ensuring staff resources are in place and are able to undertake their duties.
3. Management of the venue including the bistro, bars, car parking facilities and access to the Pavilion Grounds.
4. Oversee the daily provision of Bistro and bar services to the local community and venue hirers.
5. Ensure effective daily set-up and cleaning to ensure attractive presentation and effective stock rotation of café and bar stock.
6. Work with the Bistro Chef to produce and maintain attractive seasonal menus, which are well balanced with healthy options.
7. Effective monitoring and ordering of café and bar stock, aiming to minimise waste.

8. Oversee accuracy of service transactions and daily cashing-up procedures and carry out weekly income reconciliations and banking.
9. Ensure adequate stock control systems are in place and monitor catering and bar stock to minimise waste and use as a tool in understanding sales data in liaison with the Bistro Chef.
10. Control costs and maximise profitability by regularly reviewing wastage, quality and portion control.
11. Contribute to the annual budget-setting process by proposing budget allocation for necessary staffing costs, stock purchasing and other related expenditure following review of performance data.
12. Ensure appropriate records are kept and maintained as required in respect of legislative compliance and licensing requirements.
13. Complete all daily administrative tasks, including building checks, rota adjustments, cashing up tills as required.
14. Take the lead in generating regular and seasonal promotional activity for Bistro and functions via the council's website and social media channels.
15. Plan and manage Pavilion events in conjunction with the Manager.
16. Record and resolve customer complaints, escalating to senior officers as necessary.
17. Assist the Pavilion manager in the management of the staff team, acting as day-to-day line manager for hospitality staff, including both contracted and zero hours personnel, directing their work as necessary in support of service delivery.
18. Assist the Manager and Deputy Manager as necessary in recruitment activity for hospitality staff.
19. Conduct returns to work interviews as required.
20. Ensure effective training of bistro and casual bar staff and communication of job expectation, quality, and compliance standards.
21. Undertake rota scheduling of hospitality staff to provide effective cover for services and manage shift changes as appropriate in the event of sickness or absence.
22. Ensure that health and safety regulations/guidelines are complied with in relation to the Pavilion including liaising with outside contractors working in the building.
23. To carry out daily and weekly checks and inspections of the building and maintain the necessary records.
24. To assist in maintaining emergency procedures e.g. fire and bomb evacuation. To act as an out of hours contact point for call outs e.g. security alarm activations and other emergencies.
25. To undertake such other duties of a similar responsibility as may be required by the Facilities Manager.
26. To participate in training initiatives/programmes.
27. To deputise at other sites as required from time to time in accordance with the needs of the Council.

## Common duties and responsibilities

- **Quality Assurance**  
To understand and adhere to standards at individual, team performance and service quality so that the customer and the Council's requirements are met and that the highest standards are maintained.
- **Communication**  
To participate in and adhere to the team's communication processes and taking responsibility for keeping up to date with all relevant procedures, policies and objectives associated with the role.
- **Professional Practice**  
To take responsibility for behaving professionally at all times, ensuring that work is carried out to the highest standards and in line with the team's and Council's stated policies or procedures. This includes adhering to the Council's Code of Conduct.
- **Health and Safety**  
Take responsibility for understanding and adhering to health and safety requirements for their service area, in line with the Town Council's Health and Safety Policy.
- **Appraisal**  
All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.
- **Equality and Diversity**  
As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an established Equality and Diversity Policy.
- **Confidentiality**  
All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work. All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets.
- **Induction**  
The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

## Person specification

	<b>Essential</b>	<b>Desirable</b>	<b>How Tested</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to A-level or equivalent vocational qualification in a relevant subject e.g. hospitality, events management.</li> <li>• Minimum NVQ 2 in IT skills.</li> <li>• Food Safety level 2.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Licence holder (with ability to gain qualification within 6 months as essential).</li> <li>• Degree or level 5 qualification in a related field.</li> <li>• Food safety level 3.</li> <li>• First Aid qualification.</li> </ul>	<p>Application form</p> <p>Original certificates</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing in busy food and beverage business.</li> <li>• Experience of working in a fast-paced hospitality environment requiring leadership and teamwork.</li> <li>• Supervision of staff</li> <li>• Experience of cash handling</li> <li>• Experience of dealing with unexpected situations</li> </ul>	<ul style="list-style-type: none"> <li>• A flair and enthusiasm for excellent service in hospitality and customer service.</li> <li>• Previous budget control experience.</li> <li>• Experience of working large scale events.</li> </ul>	<p>Application form</p> <p>Interview</p>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Health &amp; Safety at work including C.O.S.S.H. Manual Handling and Risk Assessment.</li> <li>• Understanding of Food Safety practice and principals.</li> <li>• Up to date knowledge of licencing laws</li> <li>• Excellent people skills both a leader and team worker.</li> <li>• Able to work with minimum supervision.</li> <li>• Excellent written and verbal communication skills including numeracy.</li> </ul>	<ul style="list-style-type: none"> <li>• Stock ordering.</li> <li>• Knowledge of HACCP</li> <li>• Knowledge of licencing laws.</li> <li>• Good organisation and time management skills.</li> <li>• Proficient in MS Excel.</li> </ul>	<p>Application form</p> <p>Interview</p> <p>Testing</p>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Adaptable, flexible, and efficient.</li> <li>• Able to work shifts including regular evening and weekend working and willing at short notice to cover absence when required.</li> <li>• Able to undertake manual tasks including setting up taking down rooms, cleaning moving food and cellar stock and taking deliveries.</li> <li>• Clean driving licence and access to transport.</li> </ul>		<p>Application form</p> <p>Interview</p>

	<ul style="list-style-type: none"><li>• Must be willing to undertake training.</li><li>• Must be able to work as a team.</li><li>• Able to take responsibility and show initiative.</li><li>• Able to remain calm under pressure.</li><li>• High standard of personal hygiene.</li><li>• Ability to work unsupervised. Able to remain calm under pressure.</li><li>• High standard of personal hygiene</li><li>• Ability to work unsupervised.</li></ul>		
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