

Job Description



Function:	Operations
Position:	Hospitality Manager – Dundas Castle
Job holder:	
Start Date:	
Immediate manager (N+1 Job title and name):	General Manager – Emma Fielding
Additional reporting line to:	Venue Cluster Manager - Helen Fleming
Position location:	Dundas Castle

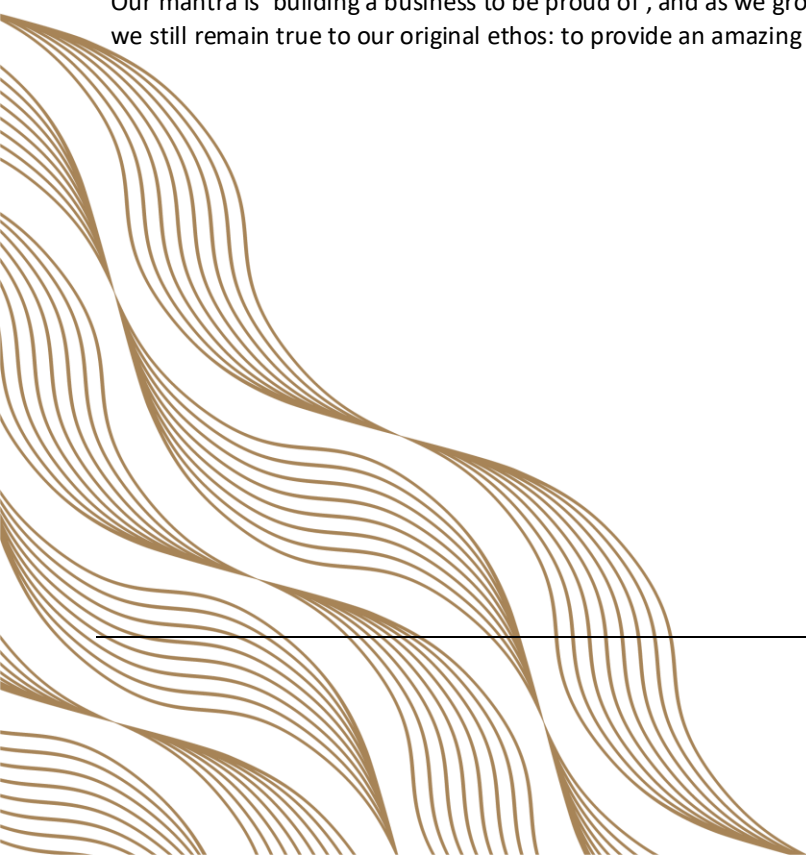
Heritage Portfolio is looking to recruit an experienced Operations Manager for Dundas Castle in Edinburgh, which is a key venue within the Scottish portfolio. This role will drive commercial success and implement service excellence across all elements of the business but with a primary focus on the planning and events operation delivery.

We are looking for an inspirational and creative leader with experience with a high-end event operations. The role is 80% operational and requires a high level of attention to detail and collaboration with all partners. Dundas Castle is a key venue for weddings and corporate business

Heritage portfolio was founded in Edinburgh in 2002 and since then has consistently produced outstanding catering and event services for private events, wedding and corporate clients throughout the UK. We also offer exceptional 'in-house' cafe services in some of Britain's leading visitor attractions, where we have developed a loyal repeat customer base.

Many of our business clients and venue partners have worked with us, and only us, throughout the past decade and more, because they know they can put their faith in our unwavering commitment to the highest possible standards of cooking, service and imaginative event delivery.

Our mantra is 'building a business to be proud of', and as we grow and flourish in the world of bespoke events and weddings, we still remain true to our original ethos: to provide an amazing experience that goes beyond the remarkable food we serve.





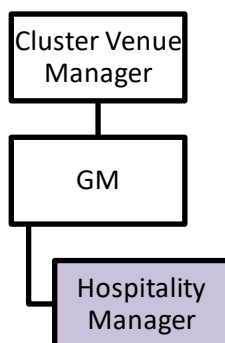
1. Purpose of the Job – State concisely the aim of the job.

- Manage the events at Dundas Castle through efficient planning, /ordering and service delivery, meeting Heritage Portfolio and the client's satisfaction and to defined standards
- Support the GM in maximising the profitability of the contract within areas of responsibility and deliver the required results
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
- Ensure that team meetings and briefings are carried out on a weekly basis and that for large scale events, regular planning meetings are in place with all stake holders
- Recruitment, retention and training for the event delivery team
- Fully compliant with Food Safety and Health and Safety standards in all areas of the venue and contract remit

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- FY26 Revenue – Circa £900K

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.





4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Full day to day management and accountability for the event operations department throughout the site, working closely with the GM, Event Design Team and client
- Events are operated within budget
- Ensuring that the venue is operating in line with the Sodexo food safety, health and safety policies
- Weekly staff rostering and payroll management
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust
- High levels of team engagement
- All standards in the operational audits are effectively passed by the business units such as Safeguard, Unit Business Health Checks and Mystery Shops
- Maintain high performing teams, demonstrated through the personal development plans, talent and succession planning processes and staff engagement surveys
- Maintain high standards of appearance and personal hygiene

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

Growth, client and customer satisfaction

- Identify organic growth opportunities through innovation and new initiatives across the events offerings
- Ensure that clients receive services delivered within contractual terms and these are delivered in a cost-effective way
- In conjunction with the GM, Venue Cluster Manager and client, growth of the events including the creation of a calendar of events outside of the core venue sales
- Review and produce investment proposals for CCG, equipment or event space refurbishment plans, as deemed necessary

Rigorous management of results

- Seek new ways to drive revenue and maximise sales by implementing innovative ideas
- Explore ways to maximise profitability and enhance quality by driving excellence and innovations in service delivery
- Manage all quality control measures, Health & Safety and Hygiene systems to the desired standard of Heritage Portfolio
- Ensure the business complies with all Company and client policies and procedures/site rules and statutory regulations and that licences and qualifications are met and retained

Leadership and people management

- Manage the team and provide them with guidance on operational issues to ensure the business objectives are met
- Work with the GM on any recruitment, induction, training and performance of staffing
- Grow strong relationships with clients to ensure a profitable long-term partnership

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise
- Ensure the venue is presented to a high standard for site visits and participate in these are required with the client
- Attend client meetings as required representing Heritage Portfolio



6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- There is a positive team culture where all team members work together and support each business area as required
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers
- Service and regulatory Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis
- Manage the event department costs in line with monthly budgets, adhering to event costings and taking responsibility for cost control via stock management and staffing allocations

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Financial awareness and understanding of a food profit and loss account and articulate to line managers
- A passionate interest in the catering industry – knowledge of current trend and interest in the hospitality world
- Demonstrable experience in a high-volume and high-quality hospitality operations
- Manage multiple workloads and shifting priorities and exhibit strong planning skills
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with multiple business challenges
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Achieve set, standards and operate to performance criteria, for example health and safety, hygiene
- Ability to motivate a team of mixed abilities and personalities
- Competent in the use of use of Microsoft Word, Excel, Power point and Outlook

Desirable

- Experience and understanding of events costing and design of events
- Personal Licence holder
- Food Safety Level 3 and FAW qualifications

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided	Leadership & People Management
Rigorous management of results	Innovation and Change
Brand Notoriety	Analysis and Decision Making
Commercial Awareness	Industry Acumen
Employee Engagement	
Learning & Development	

9. Management Approval – To be completed by document owner

Version	V2	Date	22.09.26
Document Owner	Helen Fleming		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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