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| **Job Description** | |
| **Function:** | Operations |
| **Position:** | Hospitality Manager (Multi-site) |
| **Job Holder:** |  |
| **Start Date:** |  |
| **Immediate Manager:** | Operations Manager Mansfield Traquair and Hopetoun House – Abi Massey |
| **Additional Reporting Line:** | General Manager Mansfield Traquair – Helen Fleming |
| **Position Location:** | Multi-site:  Predominantly HH and supporting MTC, Private/Seasonal Events and Racing |

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| 1. **Purpose of the Job** | | | | | | | | | | | |
| **1** | To support the efficient planning and event management of Heritage Portfolio events across our cultural destination’s venues | | | | | | | | | | |
| **2** | To ensure the timely and efficient planning and service delivery of all event offers to venue partners, client’s and Heritage Portfolio’s satisfaction | | | | | | | | | | |
| **3** | To plan, execute and monitor exceptional Food Safety and Health and Safety standards in all areas of the venue and contract remit | | | | | | | | | | |
| **4** | To have a flexible and adaptable approach and support across locations the role covers | | | | | | | | | | |
| **4** | Deliver the allocated focus of works aligned to that specific venue or department, reporting to both the site lead and line manager with learnings and development plans and identifying best practice from working at multi-sites | | | | | | | | | | |
| 1. **Dimensions** | | | |  |  |  |  | |  |  |  | |
| Revenue: FY | | £ tbc | EBIT growth | tbc | Growth Type |  | Outsourcing Rate | |  | Region Workforce |  | |
| EBIT margin | tbc |
| Net income growth | tbc | Outsourcing Growth Rate | |  | Outsourcing Growth Rate |  | |
| Cash Conversion | tbc |
| Characteristics | | | Financial |  | | | | | | | | |
| Other |  |  |  | |  |  |  |  | |

**3. Organisation Chart**

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| 1. **Context and Main Issues** | | |
| **1** | Management of several events running on the same week at different locations | |
| **2** | Support site functions with appropriate tasks at multiple venues | |
| **3** | Consistently engaging and updating innovation of service styles and food offers | |
| 1. **Main Assignments** | | |
| **1** | | Ensure all planning, operational and kitchen service delivery functions for the applicable venue/s are in place and to the appropriate standard |
| 2 | | Manage all quality control measures, Health & Safety and Hygiene systems to the desired specification of Heritage Portfolio in line with the tasking allocated by each venue manager |
| **3** | | To understand and deliver service offers to venue clients, customers and the Heritage Portfolio team |
| **4** | | To lead innovation and service styles that drives client experiences and feedback |
| **5** | | To play an active part within the wider events team – contribute to team activities, discussions and decisions to grow and improve the Heritage Portfolio business |
| **6** | | To articulate the service offers for each event, the food element, the equipment, the flow and the customer experience to improve the Heritage Portfolio business |
| **7** | | To support the applicable venue/s to manage financial performance including forecasting, event planning and ordering, staffing management event costing, cost control at events, post event review, stock management and monthly reconciliation |

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| **8** | | To adhere to all client’s contractual obligations and conduct day to day Heritage Portfolio business in an appropriate manner and within the agreed contractual terms |
| **9** | | On a day-to-day basis assist the venue teams with ensuring areas are ready for site visits as required |
| **10** | | Ensure all processes with regards to the security aspects of the building, stock, personnel and client’s expectations are reached and maintained pre, during and post events |
| 1. **Accountabilities** | | | |
| **1** | Positive impact at each site/event to support the venue performance and to deliver the event successfully | |
| **2** | Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH | |
| **3** | Both client and customer feedback consistently score positively for customer experience | |
| **4** | Engage with staff at events and ensure the correct event specific training and guidance is given | |
| 1. **Person Specification**   **Essential** | | |
| **1** | | A passionate interest in the catering industry – knowledge of current trends and an interest in the hospitality world |
| **2** | | Demonstrable experience in a high-volume catering environment |
| **3** | | A competent communicator and ability to present to colleagues, peers and clients |
| **4** | | Evidence of being organised and possess excellent planning skills |
| **5** | | Ability to competently use Microsoft Word, Excel, Power point and Email |
| **6** | | Ability to motivate a team of mixed abilities and personalities |

**Desirable**

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| **1** | | Experience and understanding of events costing and design of events | | | |
| **2** | | Ability to produce accurate work to tight deadlines under pressure | | | |
| 1. **Competencies** | | | | |
| **.** | Leadership & People Management | | **.** | Innovation and Change |
| **.** | Commercial Awareness | | **.** | Employee Engagement |

1. **What We Offer**

* We offer20+ Sodexo rewards and benefits such as Sodexo retirement plan, discounts to over 1,900 brands to shop online, gym discount to maintain a healthy lifestyle, a confidential 24/7 employee assistance programme providing independent support to overcome whenever life has its obstacles including emotional support, legal and financial advice. We invest in training our staff and have a new training fund available to assist with this.