

Job Description

Hospitality Manager

Job Title: Hospitality Manager

Department: Hospitality

Responsible to: Executive Group Director - Hospitality

Location: YMCA Newark & Sherwood, Community & Activity Village

Hours: 37.5

Salary: £27,000

Job Purpose

- Ensuring the successful day-to-day running of the café and conference facilities
- Providing excellent front of house service at all times including for bespoke events
- Ensuring the Café and Conference facilities achieve targets, standards and meet budgets
- Handling customer queries in relation to hiring spaces and processing bookings
- Coordinating and delivering events and bookings
- Creating high quality product selection
- Promoting a welcoming, inclusive and community-focused environment

Principal Responsibilities

- Coordinate the rota for the Café and Conference facilities.
- Recruitment and induction for all new starters, following HR processes.
- Act as the first point of contact for Hospitality staff including processing staff holiday requests and managing absence.
- Line Management of all Hospitality staff.
- Plan and deliver training sessions for staff.
- Ensure excellent quality of service and products are delivered professionally by the team.
- Checking the back of house events system and ensuring all booking and events are managed
- Ensure queries received in person, over the phone and via email are responded to in a professional and timely manner
- Administrate bookings on the back of house system.
- Serve drink and food products efficiently and to a high quality, with an active interest and enthusiasm for products
- Manage and motivate Staff to promote a welcoming, inclusive and community-focused environment
- Ensure all statutory and internal regulations regarding hygiene, safety and cleanliness are met
Manage staff to abide by all statutory and internal regulations regarding hygiene, safety and cleanliness are met in line with safeguarding regulations
- Trained Fire Warden.
- Trained First Aider.
- Hold licencing responsibilities.



Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive Officer directly or through an appropriate manager.

4 Relationships and confidentiality

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies.

Line Management Responsibility:

Café & Events Supervisors, Café & Events Assistants, casual workers, work experience placements and agency staff.



PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an "A"

in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

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Area	Criteria	How Assessed*
Experience	1.1 Proven experience of working in a café/events environment	A, I
	1.2 Experience of staff management and training	A, I
	1.3 Experience of running bespoke events	A, I
	1.4 Experience of providing excellent customer service	A, I
Skills & Abilities	2.1 Good communication skills (face to face, over the telephone and in writing)	A, I
	2.2 A good working knowledge of Health and Safety and Food and Drink preparation practices	A, I
	2.3 Ability to work alone using own initiative, as part of a team and with a wide range of people	A, I
	2.4 Good understanding of current hospitality industry product trends	I
Education/ Training / Qualifications	3.1 Good level of education (literacy, IT and numeracy)	A
	3.2 Any relevant Health and Safety Qualifications	A
Other work related requirements	4.1 Ability to support the Christian core values of the Association	A
	4.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <u>OR</u> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service.	A
	4.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds.	A
	4.4 Willingness to work unsociable hours including evenings and weekends.	A, I



*When Assessed – (A) on Application form, (I) At Interview, (T) During Test,
(D) From Documentary evidence e.g. references, qualifications (relevant qualifications
will be checked at the interview stage), driving license etc

YMCA Newark & Sherwood is committed to promoting diversity and practicing equality of
opportunity

YMCA Newark & Sherwood is committed to the protection of children and adults at risk

