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**MOULTON COLLEGE – JOB DESCRIPTION**

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**Job Title:** Hospitality & Events Manager

**Department:** Commercial Enterprises

**Hours:** 37.5 hours per week. Weekend and evening working may be required when business needs demand.

**Responsible to:** Executive Director of Skills & Business Development

**Reports:** College Shop Supervisor

Senior Chef

Domestic Team

Coffee Shop Supervisors x 3

Hospitality Assistant Manager

Bars & Events Supervisor

**Salary / Scale:** Business Support - Band 9/10 (£28,333.00 - £36,093.00 per annum)

**Date of Issue:** November, 2022

**Organisation Chart:**

Executive Director of Skills & Business Development

Hospitality & Events Manager

College Shop Supervisor

Hospitality Assistant Manager

Bars & Events Supervisor

Senior Chef

Domestic Team

Coffee Shop Supervisors x 3

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1. **Aims and Purpose of the Post**
   1. To lead on and develop the efficient and effective management of the College’s catering, events and associated accommodation offer within budget while achieving income targets and quality standards.
   2. To oversee the development of new business to maximise income and effective cost management for both internal and external clients.
   3. To liaise with other Commercial and College departments as necessary to facilitate the delivery of their diary of events.
   4. To be the designated premises supervisor and personal licence holder.
2. **Specific Responsibilities**
   1. To manage the daily operations and improve the quality and breadth of catering & retail functions through updating Standard Operating Procedures, communication and staff training.

* 1. To develop the College’s future catering offer including bar operations, event planning service for internal and external clients and new menu developments to include Healthy Eating options in line with government recommendations.
  2. To oversee the Hospitality Assistant Manager in the generation of new business through improvements in marketing and promotion to maximise the effective use of accommodation, facilities and services for both students and commercial clients.
  3. To monitor catering budgets through effective cost management, maintaining effective staffing ratios, food cost control and wastage to maximise income generation to achieve agreed income targets.
  4. To be responsible for the induction and training of all full and part time staff.
  5. To advise the Executive Director of Skills & Business Development on potential developments and related commercial activity.
  6. To liaise effectively with staff at all levels of the College to ensure effective use of all resources to provide a cross-college service for their requirements.
  7. To provide commercial and work experience opportunities for students that are meaningful and relevant to the industry sector where possible.
  8. To ensure administrative procedures are completed efficiently, including statutory and internal returns, stock and asset registers.
  9. To manage and direct a dedicated Domestic Services team to ensure specified areas of the college are cleaned and prepared to meet customer needs.
  10. To attend both day and evening meetings and courses considered to be of benefit to the area, the College and the individual.
  11. To attend College Open Days and other Public Events.
  12. To promote and adhere to the College’s Safeguarding Policies and Procedures.
  13. To promote and adhere to the College’s Health and Safety Policies and Procedures.
  14. To manage student conduct in accordance with College policies.
  15. The active promotion of and commitment to best practice in equality, diversity & inclusion.
  16. Contribute and demonstrate fully and at all times the positive promotion and role modelling of the College core values, generic competencies and professional behaviours expected of all staff employed by Moulton College.
  17. Undertake any other duties as required by the Principal and as may be reasonably expected commensurate with the post. This may include either the temporary or permanent re-deployment to an equivalent grade of post within the organisation.

This job specification represents the major tasks to be carried out by the post holder and identifies the level of responsibility at which the post holder will be required to work.   In the interests of effective working the major tasks may be reviewed from time to time to reflect the changing needs and circumstances.  Such reviews and any subsequent changes will be carried out in consultation with the post holder.  All members of staff are appointed to the College as a whole and may reasonably be asked to undertake similar or related duties in an operational area or faculty other than that to which they were originally appointed.

Core Benefits;

Local Government Pension Scheme Health Cash Plan (subject to conditions)

33 days holiday (inc bank/public holidays)\*\* 10% discount on College courses

On-site Gym Free on-site parking

Subsidised catering Cycle to Work Scheme (subject to conditions)

(\*\* = pro rata for part time)

I confirm my acceptance of the role as outlined above and agree to apply myself fully to the responsibilities of the post.

Signed (Employee);……………………………… Date;………………………………

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| **POSITIVELY PROMOTING EQUALITY, DIVERSITY & INCLUSION** |

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| --- |
| **Person Specification – Hospitality & Events Manager** |

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to degree level or equivalent |  | X |
| Minimum of grade C in GCSE Maths and English Language (or equivalent) | X |  |
| Commitment to and evidence of CPD | X |  |
| Food Hygiene Certificate or other relevant qualification | X |  |
| Personal Licence (with view to holding Premises Licence) | X |  |
| Full driving licence | X |  |
| Customer service or other relevant qualification |  | X |
| First Aid Certificate |  | X |
| **Experience & knowledge** |  |  |
| Experience of working in a similar role | X |  |
| Demonstrate a successful track record of generating new business and increasing revenues across all areas of responsibility in a similar environment | X |  |
| Experience of ensuring the provision of excellent levels of customer service managing front of house services | X |  |
| Experience of supervising other members of staff | X |  |
| Experience of devising and monitoring budgets, placing orders and working within budgetary constraints | X |  |
| Experience of developing marketing materials and liaising with stakeholders to further develop the business and increase income | X |  |
| Excellent verbal and written communication skills | X |  |
| Ability to keep to deadlines and capable of managing their own time effectively and efficiently | X |  |
| Thorough working knowledge of Microsoft Word and Excel | X |  |
| Experience of working in a flexible and positive manner and being able to adapt to changing work patterns | X |  |
| Ability to keep to deadlines and capable of managing their own time effectively and efficiently | X |  |
| **Personal Attributes** |  |  |
| Motivated to work towards and achieve targets | X |  |
| Flexible approach to work to allow for evening and weekend working | X |  |
| Ability to maintain a professional approach at all times | X |  |
| Evidence of ability to improve student/customer satisfaction | X |  |
| Strong team player | X |  |
| Ability to influence, persuade and inspire others | X |  |
| To be able to demonstrate the effective support for the college core values of putting learners first | X |  |
| Experience of understanding how to promote equality and diversity within the job role | X |  |
| **Safeguarding** |  |  |
| Satisfactory enhanced DBS disclosure | X |  |
| Awareness, understanding and commitment to the protection and safeguarding of children and young vulnerable adults. | X |  |
| Commitment to policies on child protection, health and safety, confidentiality, student behaviour / discipline and equal opportunities | X |  |

**NOTE;**

All candidates will be asked for proof of their eligibility to work in the UK during the interview and selection process. Tier 2 Certificates of Sponsorship are restricted by the UK Visas and Immigration Service and the position advertised above is unlikely to qualify for sponsorship. We are therefore unable to consider applications from candidates requiring Tier 2 immigration status to work in the UK at this time. For further information please visit the UK Visas and Immigration Service Website

**Appendix A ‘The Moulton Manager’**

**Delivering excellent service**

* Has a customer-centred approach
* Actively seeks feedback from a variety of stakeholders
* Shows awareness of and commitment to goals and standards

**Finding innovative solutions**

* Seeks out ideas and input
* Encourages individuals to take responsibility
* Challenges the status quo

**Embracing change**

* Adjusts to unfamiliar situations, demands and changing roles
* Sees change as opportunity
* Is receptive to new ideas

**Commercial Focus**

* Operates on business principles
* Strives to continuously improve their area(s)
* Seeks to enhance the reputation of the college

**Engaging with the big picture**

* Anticipates the future vision for the team
* Helps others see the importance and relevance of their contribution
* Understands Moulton’s strategic objectives

**Developing self and others**

* Is aware of the impact they have on others
* Provides learning and development opportunities
* Develops their skills for the future

**Working with people**

* Acts as a role model for the college
* Sets and manages priorities
* Regularly meets with individuals

**Managing self and personal skills**

* Manages change and transition
* Adopts a coaching style
* Acts with honesty and integrity

**Achieving results**

* Delivers strategic priorities and initiatives
* Is focussed on results
* Manages the performance of their team(s)

**Actively promoting and valuing Equality and Diversity**

* Values people as individuals and respects diversity
* Acknowledges and recognises individual background and beliefs
* Challenges others when they are not promoting equality and valuing diversity