

Job Title: Section Manager - Events and Hospitality

Salary: £36,000

Department: Hospitality

Base: Oadby

Contract/Hours: 35, additional hours including weekends may be required

Role Purpose

The purpose of this role is to provide an effective and well-lead management to the Events and Hospitality teams and to ensure high standards are maintained across the department. The Events and Hospitality Manager will be responsible for the day-to-day running of the department and overseeing all aspects in relation to events and hospitality.

As a manager you must empower your team to strive for success and continual development within their roles through training, appraisals and effective communication.

You must engage with the operational management and Senior Management Team to ensure the business continues to grow and develop, sharing ideas and working collaboratively with a focus on Leicester Services Partnership's (LSP's) Strategic Plan.

This role requires leadership, effective management, retail knowledge, food hygiene knowledge and health and safety standards knowledge.

Principal Responsibilities

- To oversees the Hospitality department and ensure effective and efficient events management delivery.
- To line manage(r) the Assistant Events & Hospitality Manager
- Oversee the Drivers department and ensure effective management of the team is being carried out by the Assistant Events & Hospitality Manager.
- To strategically develop the events and hospitality department and grow (the)/this element of the business
- To provide direct liaison with customer and catering teams to (ensuring)/ensure clear communications of each party's needs and expectations.
- To interact effectively across customers and operational functions, to lead the team to a high standard of operational and business performance.
- To demonstrate awareness of financial implication of all sales and commitments made to a customer
- Effectively liaise with the Marketing Department and Section Manager Outlets when planning events including University of Leicester (UoL) Open Days and other key events such as graduation.
- Coordinate suppliers, handle customer queries and troubleshoot on the day of the event, to ensure that all runs smoothly.
- Oversee with staff management and training
- Help maintain key customer relationships, whilst attracting potential customers
- To ensure full catering services are provided and well planned ahead of the event
- Ensuring that ordering and stock control are efficient and accurate
- Support the Operational Manager as required with any events or hospitality needs

- Work with Head Chef to provide innovative and creative product offerings
- Develop and maintain positive relationships with suppliers
- To provide operational guidance and leadership to the catering team
- To ensure adherence to food safety and health and safety.
- To provide support and guidance to the staffing manager to ensure minimum staff turnover.
- To ensure that appropriate training is conducted and to promote equality and diversity initiatives.
- To ensure that all HR responsibilities are completed amongst your team, to include monitoring and recording absence, appraisals, one-to-ones, succession planning and holiday planning.
- To ensure a high standard of customer service is delivered to our customer
- To work autonomously and be confident in decision making
- To work in line with defined budgets and comply with any financial procedures which are in place currently or are future developed
- Monitor and review customer satisfaction in the outlet and, if required, take action to improve
- Handle and address any customer complaints with regards to the Event and Hospitality Department in line with LSP policy and procedures
- Take part in the recruitment process for the Event and Hospitality Department in line with HR guidance
- Maintain at all times any confidential or sensitive information you may become privy to in the course of carrying out the role, sharing this only with authorised persons.
- To ensure effective communication is maintained with the outlet team and the wider LSP team
- Build and maintain strong relationships with LSP operational management and senior management to ensure collaborative working
- Be the responsible person for the Event and Hospitality Department with regards to Health and Safety and Food Hygiene Standards, ensuring we are compliant in all areas
- Ensure all members of your team follow Health and Safety, COSHH and Food Hygiene regulations at all times.
- Deal with maintenance issues promptly when you are responsible for the outlet and report any critical, brand damaging, pest or Health and Safety issues immediately so the LSP can action them promptly.
- Be responsible for promoting equality and diversity in the workplace and challenging, where appropriate, those that do not
- To continually strive to develop the Event and Hospitality Department ensuring it can suitably compete with the high street
- Be flexible and adapt to meet the needs of the business and its Strategic Plan
- To perform any other reasonable task as determined by LSP



Key Results Areas

- Financial – ensure the all events are carried out within budget and are profitable. Follow all financial processes and ensure paperwork relative to these processes is completed promptly.
- Staffing – ensure staffing levels are accurate and cost effective. Ensure absences are covered and appropriate staffing levels maintained.
- Overall performance of the Event and Hospitality Department – ensure all aspects of any LSP event is carried out to the highest standard, all administrative tasks are completed promptly and events are successful.

Physical Effort

This role is part office-based and part operational. Standing or moving, constantly mobile and walking is a standard part of this role. Travel by foot, or car to events or to meetings on campus or at other sites, such as Oadby. The requirement is to serve when short staffed, clean down areas, lift heavy boxes and/or move stock from different locations. During events, and whilst working events, a focused and calm manner is required as working at a fast pace is essential. All physical activities such as lifting and handling should be carried out in line with LSP's Health and Safety policy and procedure.

Working Conditions

This role is part office based and part operational when planning events or taking part in the delivery. Working events can require either access to the kitchens which can be hot and humid or cold stores/cool display cabinets which are cold. Additionally some areas of working such as kitchens or back offices have little or no access to ventilation via a window which can result in a 'stuffy' atmosphere. Some areas of work are limited in terms of space and can have many people working in close proximity. A fast pace working environment during events and service to large parties can be stressful. There may also be challenges of unhappy customers who may become angry and possibly aggressive

Internal and External Relationships

- Customer – students, public or members of staff (LSP, UoL & Students' Union (SU))
- Regular liaison with operational team and Senior Management Team.
- External suppliers
- Departmental Managers and staff.
- The University of Leicester, employees, students and management.
- The Students' Union, employees and management.

Planning and Organising

- You will be responsible for planning all aspects of events to ensure smooth running
- You will be responsible for producing staffing rotas for weeks and months ahead.
- You will be responsible for managing stock levels for weeks and months ahead.
- You will be responsible for your team's training and ongoing development

Qualifications, Knowledge and Experience

Essential

- Qualification in hospitality management or events catering
- Qualification in food and beverage, retail or management discipline
- Minimum of three years' experience managing an events and hospitality team as either Manager or as the Assistant Manager.
- Experience of delivering a high level of customer service
- Strong communication skills
- Strong computer and IT skills
- Strong leadership skills

- Able to use in-house computer-based booking system
- Training skills
- Cash handling skills
- An understanding of cost control, food safety and health and safety
- Multitasking with the ability to priorities work flow.

Desirable

- Educated to degree level, ideally in a Food and Beverage, Hospitality or Management discipline.
- It would be advantageous to have proven experience working in a coffee business or University setting
- Food Hygiene Level 3
- Health & Safety qualification

Skills, Abilities and Competencies

Essential

- *Demonstrates a calm exterior during periods of high volume and all events.*
- *Strong personal resilience.*
- Be a strong leader of the team, giving clear direction and guidance when required.
- *Able to plan work so that results are achieved on time and within budget.*
- *Able to maintain effectiveness during periods of change.*
- *Effective oral and written skills in order to communicate effectively with staff and students.*

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff, and identifies LSP as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

Health & Safety

The Events & Hospitality Manager carries out the duties placed on employees by the "Health and Safety at Work Act" 1974,:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety of welfare in the pursuance of any relevant statutory provisions.
- To attend all mandatory training which covers H&S
- Report any H&S concerns promptly and in line with the company policies and procedures.

General

LSP has to continually modify and improve its service. This will inevitably mean that modification of structures and also job descriptions may prove necessary. The post-holder will be expected to co-operate with changes, which the Chief Executive may wish to introduce, subject to consultation.

It is neither practical nor possible to list indefinitely a list of 'jobs' this post must undertake, those 'jobs' which fall outside of this document but are in line with the role must be carried out and may include other 'jobs' deemed suitable by LSP.

1. PERSON SPECIFICATION

| <u>SELECTION CRITERIA</u> 3 = Essential 2 = Important 1 = Desirable | | <u>INTERVIEW ASSESSMENT</u> Meets the criteria: A = Exactly B = Closely C = Barely D = Does Not Meet Criteria | | | | |
|-----------------------------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|
| <u>CRITERIA</u> | | <u>COMMENTS & HOW CRITERIA MEASURED</u> (Interview/Application) | A | B | C | D |
| Education/Qualification: | | | | | | |
| Relevant qualification in Hospitality or events management or catering | 3 | Application | | | | |
| Degree level education ideally in Food & Beverage, Hospitality events management or Management discipline | 1 | Application | | | | |
| Food Hygiene Level 3 | 1 | Application | | | | |
| Health & Safety qualification | 1 | Application | | | | |
| Experience: | | | | | | |
| Minimum of three years' experience managing an events and hospitality team as either Manager | 3 | Application | | | | |
| Or Assistant Manager. | 2 | Application | | | | |
| Experience of delivering high level customer service | 3 | Interview/Application | | | | |
| Experience of managing a team effectively | 3 | Interview/Application | | | | |
| Experience of training and developing the wider team | 3 | Interview/Application | | | | |
| Demonstrate strong leadership skills | 3 | Interview/Application | | | | |
| Demonstrate strong communication skills | 3 | Interview/Application | | | | |
| Experience of using in-house computer booking systems | 3 | Interview/Application | | | | |
| | 2 | Interview/Application | | | | |

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|---------------------------------------------------------------------------------------------------------------------|-------|-----------------------|--|--|--|
| Experience of collaborative working with the senior management team | 2 | Interview/Application | | | |
| Experience of recruitment | 1 | | | | |
| Experience of some HR processes such as performance management and disciplinary | | Interview/Application | | | |
| Knowledge: | | | | | |
| Sound working knowledge of; | | Interview/Application | | | |
| <ul style="list-style-type: none"> • Food Hygiene Standards • Health & Safety Standards | 3 & 3 | | | | |
| | 2 | Interview/Application | | | |
| Skills/Abilities: | | | | | |
| Excellent communication skills | | Interview/Application | | | |
| Ability to work independently and autonomously | 3 | | | | |
| Strong IT skills | 3 | Interview/Application | | | |
| | 3 | | | | |
| Willingness to undertake varied roles within the team | 3 | Interview/Application | | | |
| | 3 | | | | |
| Personality/Disposition: | | | | | |
| Enthusiastic and flexible | 3 | Interview | | | |
| Friendly and approachable | 3 | Interview | | | |
| Remain calm under pressure | 3 | Interview | | | |
| Focused and driven | 3 | Interview | | | |
| Resilient | 3 | Interview | | | |
| Travel: | | | | | |
| Must be able to travel to all outreach venues within an acceptable time frame & be prepared to carry own equipment | 2 | Interview/Application | | | |