

Job title: Assistant Hospitality Manager

Job family: Hospitality

Job ref: HOS009

Job family definition

Roles within the Hospitality job family are dedicated to sourcing, creating and serving innovative, exciting and delicious food and drink in a variety of catering environments across Eden, enhancing visitors experience, understanding and enjoyment of their visit.

Role purpose

Manages and directs the hospitality team ensuring that hospitality venues are always looking their best, being hosted by a well-informed, enthusiastic team and enhancing the visitor experience whilst maximising revenue for the project. This is a demanding role in a fast moving environment which requires continual focus on venues sales and customer service across a large number of venues.

Key accountabilities

1. Responsible for delivery of a world class dining experience across site to enhance visitor satisfaction and maximise profit.
2. Management of the Hospitality Floor Management team and the permanent and seasonal supervisor teams and supporting them in all aspects of the management of the Hospitality Assistant team.
3. Responsible for ensuring seasonal recruitment and selection of Hospitality Assistants is timely and efficient to meet the seasonal operational demands of the daily deployment whilst ensuring best quality of recruits are accessible to Eden.
4. Accountable for the implementation of procedures and systems as set by the Hospitality Manager and responsible for maintaining a high level of food safety standards within all venues and ensuring all staff understand the standards required of them relating to food safety.
5. Responsible for initial training and induction as well as development of the Hospitality Supervisors and Hospitality Assistants through effective training, development, appraisal and disciplinary throughout their time at Eden.
6. Responsible for communication and dissemination of information to the Hospitality teams relating to the seasonal programs, ensuring that all staff are informed and updated with all relevant information.

7. Accountable for co-ordination of the stocktaking process across all Front of house areas of the hospitality venues ensuring team members are trained in the processes they need to follow to ensure an accurate stock count.

Demands of the role

Education & qualification	Educated to GCSE or equivalent (Grades A-C) to enable the job holder to use IT programmes, maintain accurate records, produce reports and understand health and safety and food safety requirements. A current CIEH Level 3 certificate in Supervising Food Safety in Catering and in Health and Safety in the Workplace is essential for this role.
Knowledge & skills	A minimum of 2 years' experience in a management role in a large volume restaurant or visitor attraction, and 5+ years' experience in the hospitality sector. The job holder will need to have extensive knowledge and skills in the management and development of a large team of staff. They should also have proven ability in IT skills, EPOS programming and Excel knowledge to a high standard.
Decision- making	<p>Responsible for making venue specific decisions daily including decisions relating to staffing and opening/closing of venues, such decisions are always related to the daily visitor numbers.</p> <p>Complex decisions that need to take into consideration a range of stakeholders including customers, employees and business partners will be escalated to Hospitality Manager level.</p>
Resourcefulness	Collaborates with colleagues and senior staff to devise and then lead on innovative and creative ways to improve the visitor dining experience and revenues. This will include the requirement to resolve unusual problems or situations which will require adaptive and creative thinking.
People & asset management	Management of front of house Hospitality teams in delivering of Eden's aims. The number of staff within these teams varies seasonally but can be up to 100 individuals. Delegated responsibility for delivery of Hospitality Assistant wage budget through accurate recruitment by working closely with the Hospitality Management team. Responsibility for care and maintenance of all catering equipment in use in the catering venues. Has budget sign off to £1000.
Communication & visitor experience	Communication is with a wide variety of people, internally with colleagues to a senior level to assist in development of venues and externally with visitors day to day when they are in venues and dealing with customer complaints that are escalated above Hospitality Supervisor level. The job holder is required to communicate verbally and in writing.

Operational environment

This role will include minimal office based work; primarily the job holder will be required to be a visible presence across Eden Hospitality venues. There will be a need to work late nights at certain times during the year to meet operational needs.

Additional features