

**LLANNON COMMUNITY COUNCIL**

**HOSPITALITY MANAGER**

An exciting opportunity has arisen at Llannon Community Council to appoint an innovative, forward thinking and proactive Hospitality Manager to run Tumble Hall and assist with Council run events.

Reporting to the Clerk, the Hospitality Manager will be responsible for managing, planning, monitoring and controlling all aspects of the Hall, with a flexible approach to working hours. They will be required to ensure that the Hall is fully operational and ready for use. They will play an integral part in developing the atmosphere at the Hall into one that is dynamic and welcoming. The successful applicant will have a ‘can-do’ approach and will be expected to represent the Council in a professional and friendly manner.

The Hospitality Manager will be highly motivated, community focussed and possess excellent communication and organisational skills. They will develop and maintain a vision for Tumble Hall and be responsible for communicating that vision to existing and new users. Previous experience working within the hospitality industry is essential and a proven track-record of success must be demonstrated.

Used to working in a target-based environment, the Hospitality Manager will demonstrate an entrepreneurial spirit in getting Tumble Hall noticed and will increase the profitability of Tumble Hall through a solid marketing plan, focussing on the use of social media. They will be the primary point of contact for all Hall bookings and will also be required to assist with Council run events at other sites. They must explore and implement all appropriate cost saving efficiencies.

The Hospitality Manager will be responsible for casual staff who must also demonstrate excellent levels of customer service. They will also be responsible for the caretaker.

Attendance at Hall Committee Meetings and other Council meetings may be required as directed by the Clerk. A full driving licence and access to a car is essential as is the ability to communicate through the medium of Welsh.

For further information or to request the Application Pack, please contact the Clerk, Mrs Clare Hope via email at: llannonccclerk@outlook.com

**Please note: Previous applicants need not apply**

* **The closing date for the receipt of applications is 12 noon on Monday 1st August 2022.**
* **Formal interviews will take place on Tuesday 9th August 2022.**
* **It is hoped that the new Hospitality Manager will commence their role around 19th September 2022.**

**HOSPITALITY MANAGER JOB DESCRIPTION**

|  |  |
| --- | --- |
| Job Grade: | SCP LC2 SCP: 18-23 £25,419 - £28,226 (pro-rata) - Depending on qualifications and experience |
| Contracted Hours: | 24 hours per week  |
| Contracted Days: | To be discussed, however unsociable hours on Friday and Saturday evenings will regularly be required. |
| Contract Type: | Part-Time — Permanent |
| Responsible To: | Clerk |
| Based At: | Tumble Hall, Heol-y-Neuadd, Tumble, Llanelli, SA14 6HR. |
| Car User: | Casual User Only |

**Responsibilities and Duties:**

Reporting to the Clerk.

**1. Bar and Catering**

* To take responsibility for the running of the Hall’s bar and catering service, including performance of and/or management of:

Cleaning

Equipment

Ordering

Deliveries

Stock

Storage

Service

* To arrange all bar and catering staff – recruitment, training, retention and management.
* To reconcile money, bank and prepare floats to the financial standards fully in accordance with the financial procedures laid down by the Financial Regulations of the Council. To provide weekly reporting on the Hall against pre-defined criteria and timescales.
* To achieve value for money in all purchasing, fully in accordance with the purchasing protocols laid down by the Hall Committee.
* To undertake regular stock takes, monitoring all products held by the Hall including all food, non-alcoholic and alcoholic beverages that are sold.
* To work to an agreed budget across the bar and catering areas with appropriate controls in place to ensure expenditure and profit is in line with forecasted margins and profit.
* To evaluate all activity at the Hall ensuring a diary is maintained and adequate staffing and catering is in place to fully utilise the entire facility.
* To maintain all standards generally associated with a ‘public house’, including product excellence.
* To ensure the Hall is open at every opportunity and promotions to generate extra income are in place to support any events.
* To maintain and coordinate the events in the Hall, ensuring that adequate staff are available to provide catering and bar facilities as required.
* To book high quality artistes to perform at the Hall and promote these events.
* To advertise and encourage the use of the Hall using social media and other suitable marketing tools
* To focus on providing the best possible levels of service to members and visitors to the Hall and ensure that all staff follow this example.
* To develop a marketing database.
* To assist with the development of a website for the Hall and to update information.
* To ensure income for lets is received in a timely fashion.

**2. Cleaning**

* To ensure all internal areas of the Hall are kept clean in a methodical and meticulous manner.
* To ensure all external areas of the Hall are kept clean in a methodical and meticulous manner.
* To ensure litter is picked up and collected in the ‘immediate’ environs of the Hall.

**3. Health & Safety**

* To ensure all relevant health and safety rules and regulations are complied with.
* To be aware of and ensure that all risk is minimised and mitigated within the Hall and maintain a risk register.
* To oversee and ensure that all technical equipment, apparatus and accessories are maintained to the highest standards of readiness and safe conditions, including the development of suitable quality and safety check procedures and routines, whether in-house or contractual.
* To ensure that pre-event or pre-rehearsal health and safety checks of the building are carried out confirming that there are no hazards or risks to public safety and that good housekeeping/maintenance is maintained throughout the building.
* To oversee and be responsible for the maintenance of the building structures, furnishings and fittings within the Hall in close consultation with the Clerk.
* To be responsible for overall security arrangements for the Hall premises, customers, visitors and users.
* To ensure that all technical equipment apparatus and accessories are maintained to the highest standards of readiness and safe conditions, including the development of suitable quality and safety check procedures and routines, whether in-house or contractual.
* To oversee the management of the lighting and sound desks at events.

**4. Staff Management/Leadership**

* To lead a team of customer facing staff to deliver an outstanding customer experience.
* To ensure that all staff comply with the required standards of hygiene and dress.
* To monitor routines and practices and address difficulties and areas for development in collaboration with other staff.
* To develop effective working relationships. This involves ensuring that you work effectively with others and contribute to improving the work of the team. This involves jointly planning and carrying out work with other people. You must be willing to give and receive constructive feedback aimed at developing the quality of relationships and team performance.
* To manage the supervision of other staff and helping to develop their knowledge and skills. This will involve helping individuals to identify and address their training needs, assessing the performance of staff against set standards, giving feedback and providing coaching and mentoring to ensure a high standard of service delivery.
* To ensure the necessary high standards of service delivery, through the management of staff based in the Hall.
* To monitor and manage the hours of work of staff.
* To work with the Clerk to ensure that appropriate staff development and training takes place.
* To be responsible for ensuring adherence to the Council's adopted Policies by staff and members.

**5. Marketing**

* In conjunction with all staff, to promote the Hall as a focal point for entertainment, sporting events and festivals throughout the year to complement a comprehensive programme of events.
* To contribute to the profitability of Tumble Hall through traditional marketing channels as well as new emerging digital technologies.
* To develop and maintain relationships and communication with key partners to create a solid marketing plan and serve as primary point of contact for all events within the hall.
* To develop Promotional material for events including Press Releases.
* To regularly update social media accounts with promotion of events.
* To assist with the development of a website for the hall and to update the content.
* To be a Prime Keyholder for Tumble Hall.
* Any other duties as required and in-line with the level of the role.

**EMPLOYEE SPECIFICATION**

**HOSPITALITY MANAGER**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Educational****Qualifications** | Educated to A level or equivalent |  Educated to degree level or equivalent  |
|  |  | Any other relevant hospitality qualifications |
| **Work Experience** | At least two year’s working in the hospitality industry |  |
|  | Experience of staff management |  |
|  | Budget management and financial planning |  |
|  | Experience of marketing and the use of social media to advertise |  |
|  | Experience of arranging events |  |
| **Skills, Knowledge and aptitude** | ICT Literate and competent user of MS Office software |  |
|  | Understanding of Health & Safety |  |
|  | Communication skills: face to face, written, social media and website |  |
|  | Understanding of Risk Management and preparation or Risk assessments |  |
|  | Able to work on own initiative and as part of a team |  |
|  | Well organised and able to prioritise workload |  |
|  | Self-motivated and able to problem solve |  |
| **Other** | Committed to continuous development within the sector |  |
|  | Ability to work flexibly, including unsociable hours on the weekends |  |
|  | Full clean driving licence and own transport |  |
|  | The ability to communicate through the medium of Welsh |  |