



## Job Description

Service:	One Leisure – Burgess Hall
Job title:	Hospitality Supervisor
Grade:	Grade D
Hours of work:	25 hours per week
Responsible to:	Events Operations Manager
Responsible for	
Direct reports:	0
Indirect reports:	Up to 40 (variable staff)
Budget:	

### **Purpose of Post:**

To ensure the effective day-to-day management of the Burgess Hall's hospitality service relating to staffing and the development of facilities and services. As a Hospitality Supervisor, you will help to enhance the venue image by overseeing the hospitality sector within Burgess Hall. Supporting the Events & Hospitality Manager in planning and coordinating with the operations of in-house events and operations of the bar and kitchen.


### **Key Deliverables:**

1. To assist with the recruitment, training, supervision, and deployment of all hospitality employees ensuring appropriate cover within budget and to serve within the hospitality area as required.
2. Hospitality supervision of the Burgess Hall Bar & Kitchen and its employees, on the operations of the bar & catering facilities, on a 7-day rota basis whilst promoting and maintaining excellent customer relations.
3. Maintain safe and hygienic conditions relating to the storage and sales of food and beverage.
4. Ordering and controlling stock levels through regular stock checking and operating the service to specified profit margins and within budgetary constraints.
5. Liaise with the Events Operations Manager regarding the development of the marketing and promotion of the hospitality service and subsequent implementation of the corporate hospitality strategies.
6. Assist in the marketing, promotion and development of the Burgess Hall Hospitality facilities.
7. Ensure that the service adheres to all legal requirements.
8. Be involved with service planning and development in conjunction with the Events Operations Manager and Events & Hospitality Manager.
9. To control the purchasing of bar and kitchen provisions and to operate to specified profit margins and budgetary constraints.
10. Contribute to the One Leisure Burgess Hall service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
11. HDC is committed to safeguarding and promoting the welfare of vulnerable people including children and expects all staff to share this commitment.
12. To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• GCSE Maths and English, grade C or above (or equivalent)</li> </ul> <p>An understanding of: (E)</p> <ul style="list-style-type: none"> <li>- Risk Assessment.</li> <li>- COSHH.</li> <li>- First Aid Reporting.</li> </ul> <ul style="list-style-type: none"> <li>• Food Hygiene Level 2 (E)</li> <li>• BIIAB National Certificate. (E)</li> <li>• Literacy and Numeracy. (E)</li> <li>• First Aid at Work Certificate. (D)</li> <li>• Food hygiene and kitchen management Level 3 (D) – complete at within 3 months</li> <li>• FSA Allergen Training course (D) – complete at within 3 months</li> </ul> <p>IT literacy: (D)</p> <ul style="list-style-type: none"> <li>- MRM Mgt System</li> <li>- MS Word</li> <li>- MS Excel</li> </ul>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Customer feedback and monitoring. (E)</li> <li>• Communication and interpersonal skills. (E)</li> <li>• Experience in staff management. (E)</li> <li>• Pricing, stock control and wastage recording. (E)</li> <li>• Food hygiene and kitchen management (E)</li> <li>• Hospitality management. (D)</li> </ul>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Current licensing legislation. (E)</li> <li>• An understanding of administrative and auditing procedures. (D)</li> <li>• Budgetary management. (D)</li> </ul>

<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> <li>• Makes and communicates clear decisions (E)</li> <li>• Balances risks and benefits of various options and decisions (E)</li> <li>• Ability to build relationships with customers and partners. (E)</li> <li>• Knowledge of when to seek advice from relevant sources. (E)</li> <li>• Takes responsibility for the outcomes and impact of their decisions and those they delegate (E)</li> <li>• Delegates decision making appropriately (E)</li> <li>• Considers diversity when making decisions (E)</li> <li>• Incorporates a range of views when making their decisions (D)</li> </ul> <p>Considers all relevant data when making decisions (D)</p>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p>Internal: Burgess Hall Events &amp; Hospitality Manager, Hospitality Supervisor, Facility staff, HDC Officers (e.g. Licensing &amp; Environmental Health) &amp; Customers, via e-mail, telephone and face-to-face.</p> <ul style="list-style-type: none"> <li>• Communicating and implementing policy, systems and procedural changes to Facility staff. (E)</li> <li>• Communicating operational decisions to Facility staff. (E)</li> <li>• Dealing with day-to-day operational issues. (E)</li> <li>• Dealing with issues relating to management and leadership responsibilities, systems management, escalated operational issues and problem solving on a day-to-day basis. (E)</li> </ul> <p>External: Contractors, Suppliers, Customers, the Public, Schools, Social Groups &amp; Organisations via e-mail, telephone and face-to-face.</p>

	<ul style="list-style-type: none"> <li>• Operational communication with contractors and other organisations. (E)</li> <li>• Negotiations with suppliers. (E)</li> <li>• Delivery of the highest quality customer service. (E)</li> <li>• Communication with customers will involve dealing with escalated complaints. (E)</li> <li>• Marketing and promotion of the Hall programme. (E)</li> <li>• Operate within the legal requirements of the various licences held. (E)</li> </ul>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Demonstrates confidence in their position (E)</li> <li>• Contribute to the establishment of systems and procedures. (E)</li> <li>• Ability to solve day to day operational problems. (E)</li> <li>• Decision making within the service. (E)</li> <li>• Managing own workload. (E)</li> <li>• Understanding the impact of Burgess Hall performance and level of service. (E)</li> <li>• Re-prioritises appropriately when faced with a change in requirements (D)</li> <li>• Responds constructively to a change in agenda or priorities (D)</li> <li>• Revisits their decisions when presented with new information (D)</li> </ul>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p>

	<p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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### **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Ability to safeguard and promote the welfare of children and young people/vulnerable adults

- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children