



HOSPITALITY & EVENTS MANAGER

JOB DESCRIPTION

| | |
|-------------------------|-------------------------|
| SALARY: | £30,000 per annum |
| NO. OF HOURS: | 35 hour per week |
| DATE PREPARED: | March 2024 |
| RESPONSIBLE TO: | Financial Controller |
| RESPONSIBLE FOR: | Café Team, Events Team. |

OVERVIEW: Your experience, ambition, positive attitude, and attention to detail will assist the Trust to deliver Hospitality and Event activities that both exceed customer expectations and drive significant commercial revenue for The Pickaquoy Centre Trust. You will be a dynamic member of the Pickaquoy team and thrive in a fast-paced and constantly changing environment. Working closely with the Senior Management Team, you will assist in delivering strategy and plans to support business growth, building and maintaining effective relationships with all stakeholders.

PRINCIPAL FUNCTIONS: The post-holder will lead and support all aspects of customer service delivery within the Café, Hospitality and Events, and ensure excellent customer service and health and safety standards are delivered and maintained. This includes:
Responsibility for the day-to-day operational management and successful running of the Picky Café.
Leading on management and delivery of a wide range of Hospitality and Events activity across the centre.
Providing line management and developmental support to the Café and Events teams and operational support to the wider Pickaquoy Team.

MAIN DUTIES:

1. To manage the Café and Events team and oversee the daily operation of the Picky Café and all Hospitality and Events activity across the centre.
2. To manage and develop departmental working times against rosters and provide operational administrative support.
3. Provide training and assistance to employees which contributes to the best overall operation of the café. To be committed to mentoring and supporting the Cafe and Events staff through effective line management.

4. To drive forward and lead on Events activity, being innovative in approach, building strong relationships with stakeholders, and managing and delivering events to a high standard.
5. To manage all email correspondence and marketing activity across our social media sites, in relation to the café and events.
6. To achieve the targets and key performance indicators (KPIs) within budgets and contribute to the monthly management report.
7. To take overall responsibility for the quality of products prepared and service provided, ensuring high levels of customer satisfaction are delivered and maintained.
8. To ensure the café meets Environmental Health and internal standards for cleanliness, food handling and sanitation.
9. To ensure that all tasks are always undertaken in respect of Health and Safety requirements.
10. To assume responsibility for alcohol licensing requirements of the centre, training staff appropriately to comply with legal regulations.
11. To maintain up-to-date knowledge of relevant legislation, guidance and good practice relating to all areas of work.
12. To take an active role in the recruitment and selection of Café and Events staff.
13. To undertake training to become competent at Pickaquoy Centre Duty Manager duties and provide Duty Manager cover if needed.
14. To ensure that all duties are carried out with due regard for the Trust's Equal Opportunities Policy along with any other associated policies and practices.
15. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
16. To assist with emergency procedures ensuring the safety of staff and public.
17. The post holder may be required to work at other departments / sites operated by The Pickaquoy Centre Trust.
18. To undertake other duties as the Senior Management Team may require.

PERSON SPECIFICATION:

| Attributes | Essential | Desirable |
|--|------------------|------------------|
| Professional / Educational Qualifications – | | |
| • To hold a nationally recognised qualification in Hospitality and/or events management. | | ✓ |
| • To hold or be willing to hold a Food Hygiene Certificate. | ✓ | |
| • To hold or be willing to hold a Scottish Personal License. | ✓ | |
| • To be willing to undertake continuous professional development. | ✓ | |
| Relevant work / other experience – | | |
| • To have line management or supervisory experience, ideally within a hospitality/events environment. | ✓ | |
| • To have experience of working in a hospitality, restaurant or kitchen environment. | | ✓ |
| • To have experience of organising and delivering events. | | ✓ |
| • To have a working knowledge of Microsoft office applications, and the ability to learn and effectively use the Trusts Leisure Management System. | ✓ | |
| Skills and Abilities – | | |
| • To have experience working with budgets and exceeding targets. | | ✓ |
| • Ability to formulate and implement profit improvement plans for key areas of responsibility. | | ✓ |
| • Excellent time management skills. | ✓ | |
| • To be able to demonstrate an understanding of project management. | | ✓ |
| Personal Qualities – | | |
| • To have excellent communication skills and the ability to build relationships with customers and staff. | ✓ | |
| • To be highly organised with an ability to prioritise workload, work unsupervised, and meet deadlines. | ✓ | |
| • To demonstrate ability and commitment to be an effective leader within a team. | ✓ | |
| • To have a confident and innovative approach to managing the Hospitality and Events Operation. | ✓ | |
| Additional Job Requirements – | | |
| • To be available to work on a rota system, which may include some weekend working. | ✓ | |
| • Undertake training to become competent at Pickaquoy Centre Duty Manager duties and provide cover if needed. | ✓ | |