



Job Description

HEAD OF HOSPITALITY SERVICES

Emerson College is an international centre for learning, discovery, and transformation

Role:	Head of Hospitality Services
Location:	Emerson College, Forest Row, East Sussex
Reports to:	The Board of Trustees of Emerson College Trust Ltd
Hours of work:	Full time position, 40 hours a week
Salary:	£32,000 to £35,000 depending on experience.

Application Deadline: 18.00, Thursday 3rd November 2022.

Essential requirement: It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this.

Please see below for full conditions of service and application information.

Introducing Emerson College

Emerson College is a charity offering adult education and retreats with an extensive range of holistic workshops, conferences, and events in several buildings, surrounded by over 23 acres of grounds, an apple orchard, a vegetable, flower, and herb garden and a large greenhouse facility. Our kitchen is well known for its creative, vegetarian, vegan and seasonal meals with over 40% of ingredients sourced from our gardens. The College has a holistic care ethos by creating a nurturing environment and the use of the facilities by groups seeking quiet sanctuary.

We welcome students and visitors from all over the world, celebrating the diversity and uniqueness of each person. Our core purpose is to help people enrich their inner gifts and unique skills to meet their full potential. We operate a non-alcoholic retreat type space, supporting people in finding their individual path to meaningful life and work through a holistic and Anthroposophical approach to learning set in the grounds of our biodynamic botanical gardens.

Purpose of the role

The Head of Hospitality Services will be the public face of Emerson College for hospitality services, with emphasis on delivering friendly, efficient, and effective services, rooted in Anthroposophy, with high standards of customer care to our varied clientele.

The Head of Hospitality Services will report directly to the Board and is responsible for leading the service including planning and managing the day-to-day operation of 60 bedrooms, 8 classrooms, 4 dining rooms, and common areas such as libraries, small meeting rooms and offices whilst delivering breakfast, lunch, and supper meals for currently up to 100 people per day. The postholder is also responsible for the delivery of reception services and the College shop.

The role requires working closely with the kitchen and accommodation teams in the dining rooms, liaising with course leaders, the Bookings & Events Manager, the two Co-Principals – education and Asset Development and other colleagues on a daily basis. The role can require physically helping out the teams during peak demand periods but otherwise has considerable



decision space to develop the services by increasing the utilisation of the residential accommodation and developing our catering for our guests and potentially for the local community.

Primary Responsibilities

General responsibilities:

- Overall responsible to the Emerson College Trust Board for the delivery of all Hospitality Services, including service standards, profit centre, performance management and regulatory responsibility.
- Aware of the hospitality services business environment to anticipate and monitor trends in catering and accommodation management practice and identify opportunities for the College services.
- To prepare and then deliver a rolling three-year business plan for Hospitality Services.
- Deliver high standards of customer care to guests, partners, staff on site and the general public.
- Undertake Health & Safety risk assessments, and through liaison with the Head of Facilities ensure statutory testing including regular fire evacuation practices are undertaken.
- Deliver value for money services to our quality standards by ensuring effective procurement of goods, materials, and services, and with finance services maintaining accounting records including orders, invoices.
- Ensure weekly and monthly staff rotas are prepared to ensure appropriate levels of staffing resources are available at the right time to meet planned demand, including contingency planning for unplanned absences.
- Leading staff induction, staff development and ensure effective team working having created a pleasant and supportive working environment.
- Provide relevant management information on bookings, meals and room hire use, together with the systems and procedures to secure feedback from guests, course and venue hire organisers and how feedback has been acted upon.

Accommodation Management:

- Optimise the utilisation of the residential accommodation through the provision of accommodation for students and course leaders/participants, people attending events and external bookings.
- Coordinate and ensure the delivery of housekeeping, laundry, and cleaning for the Emerson campus, in particular to ensure high standards of cleanliness across the venue together with facilitating site changes between educational and venue hire groups.
- Manage the Accommodation Manager and when absent, the housekeeping team including allocating and monitoring the achievement of individual tasks, ensuring they are completed to a high standard.
- Ensure property checks are carried out but especially before guests check in or need to use the accommodation.
- Ensure equipment is set up for incoming groups.
- Keep all site premises (not subject to private leasing), equipment, and facilities clean, stocked, in good order, ready and welcoming.
- Ensure compliance with Health and Safety guidance and legislation to ensure safety of guests and colleagues.



- Maintain a schedule and record of cleaning together with health and safety record keeping.
- Manage any issues, concerns, damage to property with Head of Facilities.

Catering Management:

- Coordinate and ensure the delivery of catering services for the Emerson campus, in particular ensuring high standards of food safety, food quality, and attractiveness to guests, with account taken of potential allergies.
- Manage the Catering Manager and when absent, the catering team to allocate tasks and ensure they know what tasks they are responsible for, ensuring they are completed to a high standard.
- During periods of high demand, assist the preparation of continental breakfasts, overseeing and helping with food service, laying up and clearing up the dining rooms after meals and preparing tea and coffee breaks.

Courses and Event Services:

- Provide unobtrusive, but efficient and cheerful support and a warm welcome to course participants during their stay.
- Ensure premises are suitably prepared for visitors on time and to a high standard of cleanliness and catering provision as required for the event.
- Liaise with other staff to ensure course participants enjoy their stay, feel well looked after and are likely to recommend the College and hospitality services to other guests and visitors.
- Act as the duty manager in the absence of the Maintenance Manager.

Collaborative tasks with colleagues

- The Head of Hospitality Services will collaborate with colleagues at all levels across the College to ensure a “one College” service and be flexible to assist other colleagues as required.

Organisational development & control:

- Lead the Hospitality Service Team and manage the staff.
- Manage risk and maintain a risk register for the Hospitality Service with at least monthly updates on progress for the Co-Principal College Services.
- Meet financial targets that contribute to ensure the short, medium, and long-term financial sustainability of the Trust by improving income and delivering more at less cost.
- Manage the Hospitality Services budget including seeking opportunities to develop profitable income streams from catering and accommodation services.



PERSON SPECIFICATION

Experience

- Proven experience of leading Hospitality Services that include catering, the provision and maintenance of residential accommodation, laundry, and cleaning services in a hotel, College, School, retreat, or residential care environment of a similar size to Emerson College.
- Proven knowledge of the best Hospitality Services practices with an attention to detail, the demonstrable ability to remain calm under pressure and create a calm but efficient working environment for staff and guests.
- Proven experience of leading Hospitality Services profit centre / cost centre financial responsibility.
- Desirable to have a proven living relationship with and experience of Anthroposophy and able to represent Emerson College in mainstream and Anthroposophical circles.

Behavioural Competencies

(Further details are in the Emerson College Behavioural Competency Framework available on request)

Competence group 1: how we provide leadership and direction

- Leadership: Motivates others to achieve their objectives and goals through involvement and providing feedback and support. Provides and supports development to enable effective delivery.
- Managing Performance: Sets clear, aligned, high standard performance goals & objectives for self, others, and for the College.

Competence group 2: how we manage ourselves

- Managing Our Own Work: Plans, structures, and prioritises own work to achieve optimum results.
- Communicating with Impact: Presents a positive image by communicating effectively, being resilient and treating people
- fairly.

Competence group 3: how we work with others

- Meeting the needs of students and all guests: Establishes the needs of students and all guests and strives to ensure that these are met.
- Respect for Diversity and Equality: Treats all individuals with respect, responds sensitively to differences and encourages others to do likewise. Ensures equality of opportunity for all.

Competence group 4: how we move forward

- Problem Solving and Decision Making: Gathers information from a range of sources. Analyses information to identify problems and issues. Makes effective decisions and recommendations based on resolution agreement within an environment of trust, mutual respect, and co-operation
- Achieving Results: Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.
- Continuously Improving Services: Seeks to continually improve the services and processes that impact on users.



Conditions of Service:

Reporting to:	Emerson College Trust Board.
Responsible for:	Catering Manager, Accommodation Manager and all staff and volunteers in Hospitality Services.
Start date:	As soon as possible.
Hours:	Full time permanent position, 40 hours a week from Friday to Tuesday as many courses and events run at the weekend and the role includes welcoming students, catering, and the supply of accommodation to participants.
Holidays:	33 days, inclusive of bank holidays.
Discounts & benefits:	Staff discounts on some courses and food, free parking, and a beautiful work environment. Opportunity to work for a Charitable organisation drawing people from across the world and committed to making a difference by supporting people to connect with nature and to finding meaning in life.
Pension:	There is a contributory pension scheme.
Salary:	£32,000 to £35,000 depending on experience.
Right to work in the UK:	It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This is an express term and condition of your employment with Emerson College.

TO APPLY:

Please email a covering letter, CV, three professional references (including name, organisation, and email address) and a short (max 1 x A4 page) written summary describing your vision for developing Hospitality Services at Emerson. Emerson College is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. The Trust is a committed equal opportunities employer.

Deadline for applications is: **18.00, Thursday 3rd November 2022.**

Please send your application to: jobs@emerson.org.uk

Interviews will be held at Emerson College on: **Thursday 10th November 2022.**

FURTHER INFORMATION:

Further information about Emerson College, its organisation and its current education programme can be found on our website www.emerson.org.uk

To discuss the position please contact Linda Churnside, HR Manager linda.churnside@emerson.org.uk. If you wish to visit Emerson College before applying or prior to interview, please contact Linda to arrange an appointment.

Prepared / version: 30 September 2022, V2.0