

## Job Description Hospitality Manager

### Recruitment Timeline:

Application Deadline	Immediate and until vacancy is filled
Interview Date:	On enquiry
Commencement Date:	At point of offer (or by agreement)
Recruitment Contact:	Emerson Job Application Form Joni Shakles   Head of Operations <a href="mailto:ioni.shakles@emerson.org.uk">ioni.shakles@emerson.org.uk</a>

### Conditions of Service:

Location:	Emerson College Trust, Forest Row, East Sussex, RH18 5JX
Reports to:	Head of Operations
Hours of work:	40 hours weekly, Including weekends. This is a permanent position
Holidays:	33 days, inclusive of bank holidays.
Discounts & benefits:	Staff discounts on some courses and food, free parking, and a beautiful work environment.
Pension:	There is a contributory pension scheme.
Salary:	Range M1 to M3 as £26,889.30 to £28,112.30 (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 Trust.
Prepared / version:	25/06/24 V1.0

### Position Summary

The Hospitality Manager is responsible for managing the day-to-day operation of 60 bedrooms, 8 venue spaces, 3 dining rooms, common areas such as libraries, small meeting rooms and offices.

The successful candidate works closely with the Events Manager, Catering Manager, Café Manager and Reception Manager and the Hospitality Team of 6 colleagues on a daily basis.

### Primary Responsibilities

- To coordinate the effective delivery of the Hospitality Team to ensure a consistent approach to the guest and venue hire experience across all aspect of the Emerson Offer (Guest Accommodation, Conference Hire and Dining)
- To contribute to the workflow of the Hospitality Team to delivery the Emerson Offer, which includes working as part of the team in the preparation and service of Guest Accommodation, Conference Hire and Dining
- To be the point of facilitation and communication between the Events Manager (for Venue/Event Hire) the Booking Manager (for Guest Accommodation) the Catering and Café Manager (for dining) and the Reception Manager (for Guest/Hire Check in and Check Out) and report daily/as required to the Head of Operations

### Admin Responsibilities

- Have good IT skills and familiarity with of Hospitality Booking Systems and other database systems
- To use the Hospitality Booking Systems to anticipate Guest arrivals and departure to ensure accommodation and venues are ready at the point of check in and recorded on the system accurately
- Maintain and process the Hospitality Team patterns of employment and work including overtime and holiday entitlement in liaison with the Head of Operations
- Maintain and process the purchase and record keeping of all suppliers in line with the procurement procedures
- To take an active part in the recruitment and training of the Hospitality Team
- To maintain accurate records of all Hospitality process and to contribute to financial reporting

### Hospitality Responsibilities

- Managing the Hospitality Team to ensure they know what tasks they are responsible for and ensuring they are completed to a high standard.
- Coordinating and contribute towards housekeeping, laundry and cleaning of the Emerson campus ensuring high standards of cleanliness across the venue and facilitating site changes between guest accommodation and venue hire groups, in liaison with the Events Manager and Reception Manager
- Carrying out property checks at the end of 'work patterns' and before guests check in and monitor check out status of venue and accommodation.
- Ensuring that venue hire and guest booking requirements are met in advance of arrival, in liaison with the Events Manager
- Keep all site premises, equipment, and facilities clean, stocked, in good order
- Work in line with Health and Safety guidance to ensure safety of guests, visitors and participants, including colleagues.
- Maintain all cleaning and health and safety records and contribute to Management and Team Meetings.
- Manage any issues, concerns, damage to property with Maintenance Manager.
- Creating of Hospitality Team work scheduled for 6 permanent colleagues and a bank of zero contract staff

### **Catering Responsibilities**

- To coordinate the Hospitality Team and deliver into the:
- Preparation and delivery of continental breakfasts, and clearing down of dining rooms
- Preparation and delivery of lunch service and clearing down of the dining rooms
- Preparation and delivery of supper service and clearing down of the dining rooms
- Clearing down after service includes all washup and the cleaning of dining spaces
- To overseeing and support all food service during meals
- Preparation and delivery of refreshments the Tea Room

### **Courses and Events**

- Providing a warm welcome and cheerful support to all participants, guests and visitors at Emerson
- Preparing the premises for visitors to a high standard and ensure check in times at met
- Liaising with other staff to ensure course participants enjoy their stay and feel well looked after.
- Acting as the Duty Manager in the absence of the Maintenance Manager.

### **Being part of the Team**

Working within the Management Team in a supportive way and taking part in staff development and training. The successful candidate will be involved in the development and support of the Emerson volunteer programmes

### **Legal requirements**

Adhering to health and safety, food hygiene, COSHH and other statutory regulations and guidance.

### **Person Specification**

#### **Experience**

- Proven experience of the provision and maintenance of residential accommodation, laundry, and cleaning services in a Hotel, College, School, retreat, or residential care environment ideally of a similar size to Emerson.
- 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.

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

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 support people in finding their individual path to meaningful life and work through a holistic and Anthroposophical approach to learning set in the grounds of the world's only biodynamic botanical garden.

Emerson 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% sourced from our gardens. Emerson has a wholistic care ethos by creating a nurturing environment and the use of the facilities by groups seeking quiet sanctuary.

---



## Behavioural Competencies

### 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

- Influencing outcomes: Adapts style and approach to achieve effective outcome.
- 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

- 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.