



Job Description

Job Title:	Hospitality Operations Manager
Salary:	£32,000 to £35,000 + 21 days holiday, time off in lieu, eye care scheme, employee assistance programme, complimentary event tickets, discounts across site.
Hours:	40 per week – 5 over 7 days to include evenings and weekends
Reports to:	House, Garden & Parkland Manager
Direct reports:	Head Chef, F&B Manager and Head Housekeeper
Working alongside:	Weddings Team, Events Team, Catering Team, Housekeeping Team, Facilities Team, Marketing Team and General Enquires Team.

The House, Shuttleworth is set within Old Warden Park surrounded by 500 acres of picturesque parkland. The Shuttleworth family acquired the estate from the Ongleys in 1872 and today it is maintained and run by the Shuttleworth Trust which also encompasses The Shuttleworth Collection and The Swiss Garden. The House delivers a diverse range of high standard events, many of which are bespoke. These include weddings, afternoon teas, meetings, conferences, corporate hires, training events, open days etc. There is also accommodation in the form of 15 en-suite bedrooms and 16 bedrooms with shared facilities. In addition The House team facilitates catered events across other parts of the site such as Swiss Garden events, marquee/tipi events and Hangar events.

Main Duties

- The delivery of hospitality operations at The House and across the entire site as required
- To work in partnership with the weddings, events, facilities and management teams
- In conjunction with the key stakeholders support the development of the business in particular the hospitality, catering, weddings, conference, and events to increase the financial contribution to The Trust
- In conjunction with the key stakeholders develop The House as a visitor attraction, linking with the other visitor attraction on site and in support of The Trust objectives
- Lead the efficient operation, cost control and cost effectiveness of the Shuttleworth hospitality activities
- Ensure that the facilities are consistently maintained to standards of attractiveness, comfort, cleanliness and hygiene
- Ensure that food and beverage services are consistently maintained to professional standards of quality, innovation, service and presentation
- To deliver all services and operations in a cost effective and professional manner
- To coordinate and plan the best utilisation of staff resources, ensuring productivity in a positive climate of staff relations
- Menu creation, costing and development in conjunction with the Head Chef
- Maintain control over all cash and payments
- Maintain stock and order control of all food and beverage
- Manage, develop and lead department heads and their teams in line with Trust values and HR procedures
- Represent the company and the Trust in a positive and productive manner to guests, colleagues and the community

- Be aware of the local and market competition, ensure that strategies and advertising / promotion plans are developed in line with the Trust's marketing processes to maintain and or improve that position
- Ensure that appropriate systems and controls are in place and produce regular and accurate information in respect of the operation and financial performance of the House as requested
- To ensure adherence to all relevant legislation relating to and including fire, hygiene, employment, licencing, health and safety
- Take responsibility for the security of the premises ensuring Duty Manager cover at all events
- Participate proactively in training and development including qualification development required in the job role

Person Specification:

- A minimum of 2 years' experience in a similar position essential
- Previous experience at shift management level
- Wide ranging food and beverage knowledge
- Knowledge of bar management and kitchen dynamics
- Standards driven and detail orientated
- A track record of delivering excellent customer service and quality delivery.
- The ability to work calmly under pressure
- The ability and can do attitude to work extended hours as the events calendar and 'season' dictates including but not limited to evenings, weekends and bank holidays.
- Good communication skills both written and oral across a wide ranging audience both internal and external.
- Flexible, adaptable with a can do attitude.
- Excellent interpersonal and communication skills; have the ability to communicate in a diplomatic manner that does not offend or escalate
- Good record of attendance and punctuality.
- Be willing to undertake further training