



# SHUTTLEWORTH

www.shuttleworth.org

Old Warden, Near Biggleswade, Bedfordshire, SG18 9EP

email: venuehire@shuttleworth.org

## Job description

<b>Job Title:</b>	<b>Hospitality Assistant Manager</b>
<b>Reports to:</b>	Hospitality Manager
<b>Direct reports:</b>	Casual Staff
<b>Contract:</b>	Full Time, Permanent
<b>Days:</b>	Weekdays, weekends and evenings on a shift basis
<b>Hours:</b>	40 Hours per week + overtime as required (taken back in lieu)
<b>Salary:</b>	£24,000 per annum

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## Purpose of the Job

- Ensure efficient and timely set up, delivery and break down of Weddings & other venue hired events within Shuttleworth House and surrounding Parkland
- Build and maintaining relationships with external caterers and stakeholders
- Ensure quality and standards of venue operation including food and drinks service, cleanliness, stock control and venue hire setup are at the highest level at all times
- Protect the assets and reputation of The Richard Ormonde Shuttleworth Remembrance Trust
- Manage or oversee events on the Parkland and across site as required
- Assist with the training and development of casual staff in line with set goals
- Be responsible for the locking and securing of the venue at the end of a Wedding or other venue hired event *(after probationary period has passed or under management's discretion)*

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## Job Functions:

### Planning & Operational

- To prepare and deliver bar & conference service as required for any given Wedding or other venue hired event
- To plan and manage the turnarounds from one wedding or event to the next
- To support the management team with new and relevant projects within the department
- To provide any additional support as required to the Hospitality Team
- To protect Shuttleworth assets by minimising and reporting damages where required
- Ensuring that our venues are kept in a prestigious and presentable state at all times
- To take a flexible and adaptable approach in assisting the team in finding solutions where required to improve the efficiency of the operations

### Financial

- To handle cash and PDQ payments
- To be proficient in the operation of the EPOS system
- To control stock levels, purchasing and labour expenditures in line with set budgets
- Assist the wider team with the management of sales and enquiries as required

### Administration

- To provide back office support with the EPOS system to ensure information is updated accurately, maintained efficiently and operates to its full potential
- To maintain the health & safety records and ensuring relevant cleaning diaries are completed
- To implement and maintain department policies and procedures to ensure all records are up to date

## **Customer Service**

- To ensure provision of high quality and efficient service to customers at all times
- To support with complaints and feedback as required
- To manage and develop the quality and standard of customer and client interaction across the department commensurate with the role

## **Relationships**

- To build and maintain collaborative relationships with internal and external teams and clients
- To positively represent the Shuttleworth Trust with stakeholders and clients
- To deal with conflict in a positive and professional manner
- To promote and educate both casual staff and clients on the story of the Shuttleworth Trust

## **Management**

- To assist the Hospitality Manager in the management and training of casual staff, stock control, & implementing and improving set policies and procedures
- To take an independent approach when planning and managing own time in accordance with set goals
- Look for and suggest new ways to maximise profitability and efficiency across the department
- Manage cleaning schedules and external caterers working within the venue

## **Policies and Procedures**

- Compliance with:
  - Health, Hygiene and Safety legislation, to include COSHH
  - GDPR legislation
  - Any other Shuttleworth Trust Organisational policies and procedures

## **Personal Responsibilities**

- To demonstrate personal integrity in all day to day interactions with colleagues and customers, working as a positive influence and role model
- To act with professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff along with changes and developments
- To maintain professional levels of confidentiality commensurate with the role
- To build and maintain the team's standards through leading by example

## **Shuttleworth Principles**

The following principles form the basis of our working ethos at Shuttleworth and in your role you are required to engage and promote these yourself and within your team.

- Treat each other with kindness and respect
- Make everyone welcome
- Learn from our mistakes when things go wrong and bounce back
- Equip and support our teams with modern day business skills
- Embrace commercial success in a way that respects our traditions
- Educate by telling stories and providing experiences
- Preserve our unique heritage and keep it in working order

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*This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Trust to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible, the Trust reserves the right to make reasonable changes after consult*

*This role is very hands on and requires movement of heavy equipment, working from height and across five different floors within a Grade II star listed building.*

<b>SELECTION CRITERIA</b>	<b>STANDARDS &amp; EXPERIENCE</b>	<b>E/D</b>	<b>EVIDENCE</b>
<i>Qualifications</i>	GCSE grades (9-4) or equivalent Customer service related Catering or hospitality related Food Hygiene Level 1 (essential but training given if necessary)	E D D E	Certification  Certification
<i>Work Experience</i>	Supervisory or Managerial Role within catering, hospitality, retail or other relevant industry (2+ years) Customer service role (2+ years) Hospitality experience (2+ years) Catering FOH experience (hotel, bar, café or similar) (2+ years)	E D D D D	CV / Interview
<i>Skills and Knowledge</i>	Excellent verbal and written communication Good organisation skills Proficient in the use of software applications including Microsoft Outlook, Word and Excel	E E E E	CV / Interview
<i>Aptitudes</i>	Adhere to the Shuttleworth principles at all times Work collaboratively with other colleagues and departments Adopt a flexible approach to meet the needs of the business Consider and respect the challenges of others Engage with the needs of Health & Safety Work in the interests of Shuttleworth maintaining its reputation at all times Embrace diversity	E  E  E	CV / Interview

SIGNED [EMPLOYEE]: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNED [MANAGER]: \_\_\_\_\_

DATE: \_\_\_\_\_