



<b>Role Title</b>	<b>Hospitality Operations Manager</b>
<b>Department</b>	Hospitality Services
<b>Hours</b>	Full Time 40 hrs per week – flexible hours including weekends and evenings
<b>Functions</b>	Reports to Director of Operations
<b>Salary Level</b>	Up to £50k depending on experience
<b>Main Work Location</b>	Whiteley Homes Trust – Walton on Thames, Surrey

**Introduction – The Whiteley Homes Trust vision**

**To sustain a thriving community, with outstanding accommodation and care for older people of limited means and to develop and share our success, so older people can live happy and fulfilling lives. Your job is to make Whiteley the best place to age in Britain.**

**You can contribute to making this happen.**

**Role Overview**

The Hospitality Operations Manager is a new and exciting opportunity to design, develop and manage the hospitality services for Whiteley Village beneficiaries and the wider community. The role holder will deliver high-quality operational excellence and exceptional customer satisfaction through collaboration with all stakeholders including the beneficiaries. This role will involve coordinating daily operations, leading the hospitality team, and working closely with the Director of Operations to achieve strategic goals. The role holder will be required to hold a personal license for the sale of alcohol and be the nominated premises supervisor for the Trust.

The role holder will be really looking to make their mark and be at the forefront of providing integrated services to the Whiteley Homes Trust to enhance the lives of the residents and wider community. Working in harmony with the leadership and management team the role holder will design and develop the service bringing together the functions of:

- Hospitality catering functions
- Event and venue hire management
- Entertainment and recreation activities
- Ancillary community services including the village shop
- Licensed premises management

It is crucial that these services are welcoming and fit for purpose to attract villagers, their guests and other customers. It is also essential that financial viability is maintained, so the role holder should have outstanding financial planning skills, excellent customer focus and be flexible in their working approach to meet the developing demands of the community. The role holder will be responsible for the management of the health, safety and hygiene of the kitchens, social spaces and service staff including bank and volunteer staff.

**Whiteley Trust Core Values:**



**Respect**



**Integrity**



**Ambition**



**Involvement**

We encourage all our staff to play their part in demonstrating our core values in their day to day work with colleagues and customers

**What you will be doing**



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### **The key deliverables:**

- Design and deliver exciting new hospitality services that focus on socialisation, integration and reduce isolation and loneliness for the beneficiaries and wider community.
- Develop and lead the social aspects of the Village ensuring interesting and meaningful interactions through events and functions that enhance community cohesion.
- Operational management and support of the village hospitality venues including the village shop.
- Ensure the Trust maximizes opportunities to raise unrestricted funds and build the community presence through venue hire and event management.
- Develop ideas which can be researched and adapted within our model of service delivery, to share our learning and increase the influence of the Charity as a leader in the field.
- Recruit, Manage and Support a team of staff ensuring that their skills are used to their full potential and provide all learning and development opportunities relevant to peoples' roles and needs.
- Lead by example, being hands-on and customer facing, using visibility to instill confidence from the customer base.
- Ensuring that all Trust hospitality facilities used by Villagers and external stakeholders are of a good standard and operate well to ensure that functions provided enhance community cohesion.
- Ensure compliance with health and safety regulations, licensing laws, and other legal requirements.
- Work in partnership with beneficiaries to codesign services where possible.

### **Facilities Management:**

- Oversee maintenance and upkeep of hospitality facilities, ensuring they are clean, safe, and well-maintained.
- Coordinate with maintenance staff and external contractors as needed.
- Ensure all equipment and facilities are in good working order.

### **Event Management:**

- Plan and coordinate events, ensuring all logistical and operational aspects are handled efficiently.
- Work closely with clients to meet their needs and expectations.
- Ensure all events are delivered to a high standard and within budget.

### **Financial Management:**

- Prepare and manage budgets, monitor financial performance, and ensure cost control, deliver efficiencies where appropriate and ensure that hospitality services are profitable and assist the Trust to meet its financial targets.
- Analyse financial reports to identify areas for improvement and implement corrective actions.
- Oversee pricing strategies and promotional activities to maximize revenue.
- Deliver against an agreed set of key performance indicators.

### **Supporting people through Volunteering**

- Supporting the Volunteer Co-ordinator in the recruitment and management of volunteers for a wide range of social events across the village and identify the areas of impact

### **Partnership working:**

- Liaison with internal partners and beneficiaries to ensure the maintenance of a safe, effective, and holistic community that supports those who reside and visit the village.
- Liaison with external partners and other local providers to develop innovative practices and services.

### **Strategic Management**

- Embed the principles of a business partnership approach with Heads of Department to ensure proactive and effective hospitality, volunteer and engagement support across the organisation
- Be empowered to present vision and new strategic options to the leadership team and board.
- Network with other peer organisations to keep up to date with systems, processes and best practice
- Work with the Director of Operations on the development and implementation of the Hospitality, Volunteering and Engagement strategy
- Identify needs and opportunities to improve Hospitality services in conjunction with other senior



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management colleagues

- As required, communicate, present and provide business information to the Board of Trustees
- Ensure own personal development through networking events, seminars and reading.
- Attend management, Committee and Board meetings as required

### General

- It is the duty of all employees to ensure that a safe working environment and safe working practices are always maintained. It is also the responsibility of management team to ensure full compliance.
- Undertake any other duties which may be reasonably deemed to come within the scope of the post, relating to the activities of the department
- Ensures full compliance with all the Trusts' Policies and Procedures
- To complete mandatory and job-related training as required
- You will be responsible for the confidentiality, integrity and availability of all data which you have access to in the course of your work. You must not disclose any information of a confidential or sensitive nature about the Trust, any or our service users or any of our employees. There is an exception if you need to share this information as part of your job or if you are made to by law.

### ***What you will need***

- Experience in working with others in an integrated arena that supports excellent service delivery and outcomes
- Strong financial acumen
- A self- starter with innovative ideas that will be of wider relevance and benefit to the Trust.
- Good communicator and general manager with experience of delivering excellent financial results.
- Ability to manage conflict and handle customer complaints
- Professional high standards
- Willing to be the Designated Premises Supervisor for WHT Licensing Requirements
- The post is conditional upon maintaining Criminal Record Bureau and DBS clearance.
- Willingness to work flexibility including evenings weekends and bank holidays when required to meet service needs

	<b><i>Required</i></b>	<b><i>Preferred</i></b>
<b><i>Skills &amp; Knowledge</i></b>	<p>Excellent verbal and written communication skills, with the ability to interact with diverse stakeholders.</p> <p>Demonstrates strong leadership qualities, inspiring and motivating the team to achieve high performance.</p> <p>Highly organized, with excellent time management skills and the ability to prioritize tasks effectively.</p> <p>Evidence of providing truly customer focussed support to people with creativity to drive improvements</p> <p>Strong financial acumen, with experience in budgeting and financial reporting</p> <p>Proficiency in hospitality management software and Microsoft Office Suite.</p>	



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	The ability to work with databases and maintain accurate records.	
<b>Experience</b>	<p>Minimum of 5 years of experience in a hospitality management role experience in a similar field, with a proven track record of success.</p> <p>Strong understanding of hospitality operations, including accommodation, food and beverage, and events management.</p> <p>Experience of managing a large, diverse team of staff and delivering results through leadership</p> <p>Experience of managing poor performance</p> <p>Ability to work under pressure and handle multiple tasks simultaneously.</p> <p>A thorough understanding of the regulations governing at least one of the service areas relevant to the role with a willingness to learn and develop expertise in other areas.</p>	Food preparation experience within a commercial operation.
<b>Qualifications</b>	<p>Minimum Level 4 Diploma in Hospitality Management or NVQ/SVQ in Catering Management</p> <p>Evidence of continuing professional development and updating of practice.</p> <p>The willingness to identify and attend further professional development as agreed.</p>	Bachelors Degree in Hospitality Management, Business Administration, or a related field.
<b>Other information</b>		
<p>WHT is committed to safeguarding and promoting the welfare of its staff and older people. We expect all our staff to be aware of their responsibility to protect staff and residents from abuse or harm. Successful applicants will be required to undertake a DBS check and to provide proof of their right to work in the UK.</p>		

**Note:** No role profile can cover every issue that may arise within the duties of the post at various times. The post holder will be expected to carry out any other duties from time to time that are broadly consistent with those in this document. Your flexibility and assistance in helping us achieve our vision is valued.

**Updated July 2024**