



Role Title	Hospitality Manager
Department	Hospitality Services
Hours	Full Time 40 hrs per week – flexible hours including weekends and evenings
Functions	Reports to the Head of Community Services
Salary Level	Up to £35k depending on skills and experience
Main Work Location	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 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 and reporting to, the Head of community services, 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:

- Bar management functions
- Event and venue hire management
- 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



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What you will be doing

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.
- Management of the club house (bar) and new café functions
- Ensure the Trust maximizes opportunities to raise unrestricted funds and build the community presence through venue hire and event management of its conservatory, bar and village hall.
- Recruit, Manage and Support a small team of staff and volunteers 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 maintaining a high standard of cleanliness, safety, and hygiene in all hospitality areas.
- Work in partnership with service users 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 internal residents and external clients to meet their needs and expectations.
- Ensure all events are delivered to a high standard and within budget.

Financial Management:

- With the support of the Head of Community Services, prepare and manage budgets, monitor financial performance, and ensure cost control, deliver efficiencies 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 maximise revenue.
- Deliver against an agreed set of key performance indicators.

Supporting people through Volunteering

- Supporting the Volunteer Services Manager 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 service users 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.

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 Trust's Policies and Procedures
- To complete mandatory and job-related training as required



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- 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 of 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.
- **The post is conditional upon obtaining and maintaining a DBS clearance.**

Person specification

	<i>Required</i>	<i>Desireable</i>
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Strong financial acumen • A self- starter with innovative ideas that will be of wider relevance and benefit to the Trust. • Ability to manage conflict and handle customer complaints • Compassionate, patient, and dedicated to creating a positive living environment for elderly residents. • Professional high standards • Willing to be the Designated Premises Supervisor for WHT Licensing Requirements • Knowledge of the UK licensing laws • Knowledge regarding health and safety legislation in relation to bars, kitchens and food hygiene • Willingness to work flexibly including evenings, weekends and bank holidays when required to meet service needs • Ability to work under pressure and manage multiple events simultaneously • Passion for working with older adults and improving their quality of life. 	<ul style="list-style-type: none"> • Creative and innovative thinking with a strong attention to detail.
Experience	<ul style="list-style-type: none"> • Experience of working with older people • Minimum of 5 years of experience in a hospitality management role experience in a similar field, with a proven track record of success. • Being in a 'people facing' role • Strong understanding of food and beverage and events management. • Strong leadership skills with the ability to motivate and manage a team effectively. • Experience of managing a small diverse team of staff and delivering results through leadership. • Demonstrable experience of leading whilst simultaneously being a 'hands on' team player 	<ul style="list-style-type: none"> • Experience working in a retirement village, senior living community or healthcare setting.



Whiteley Village

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	<ul style="list-style-type: none"> • Experience of managing poor performance • Ability to work under pressure and handle multiple tasks simultaneously. • Evidence of tracking expenses, preparing financial reports, and implementing cost-saving measures when necessary. • Evidence of managing conflict and customer dissatisfaction 	
Qualifications	<ul style="list-style-type: none"> • Minimum Level 4 Diploma in Hospitality Management or NVQ/SVQ in Catering Management • Evidence of continuing professional development and updating of practice. • The willingness to identify and attend further professional development as agreed. • Health and Safety and Food Hygiene training 	<ul style="list-style-type: none"> • Bachelor's degree in hospitality management, Business Administration, or a related field.

Other information

TWHT 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.

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 January 2025