



## Job Description

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### Hospitality & Events Manager

**Grade:** 7

**Directorate:** Operations

**Location:** Slimbridge Wetland Centre

**Reporting to:** Trading Manager

The Hospitality & Events Manager is responsible for overseeing all aspects of guest accommodations, corporate bookings, events, and functions. With a focus on delivering exceptional customer service and maintaining high presentation standards, this role will work closely with the Catering Services and Kitchen Managers and play a key role in the catering team during off-peak seasons. The goal is to drive revenue, expand new opportunities, and build our reputation with a commercial focus. This role includes overseeing bookings, liaising with clients, and leading the events team to deliver the following services:

- Guest accommodations at Warblers Meadow & Bewick's Lodge
- Corporate functions and venue hires
- Team-building away days on-site
- Private events (e.g., birthdays, weddings, memorials)
- Internal staff functions

Supervisory responsibilities: FOH casual/agency staff working functions & events.

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### Responsibilities of the post

- 1) Administration
  - Manage all bookings administration and customer contact through the appropriate channels to provide guests with an excellent pre visit experience.
  - Ensure that all contracts issued to guests are up to date and that the correct monies are invoiced and received according to the payment schedule.
  - Upsell catering packages and VIP experiences to maximise profits.

## 2) Organising and delivering events:

- Liaise with necessary departments to ensure everything is set up and prepared in advance to receive accommodation guests and that every department knows their role in supporting the perfect stay.
- Liaise with all necessary departments to deliver and manage events and functions including room set up, service and set down as per the event programme ensure that each event is delivered to the agreed client specification.
- Organise appropriate staffing levels for each event, including agency staff where necessary.
- Lead and work alongside a FOH team and casual events staff to deliver excellent guest experience for all events and hospitality requirements.
- Liaise with the duty management team in advance of events to ensure their smooth running
- Managing stock levels and ordering stock in line with agreed costings

## 3) Management and Training:

- Hold weekly meetings with relevant parties involved in the delivery of events
- Identify and organise training requirements of the department with a focus on food safety training
- In liaison with the Catering Services Manager produce the monthly staff rota for the events team in a timely manor
- Undertaking and recording monthly stock counts and any stock loss reported to line manager
- Ensure that the event asset list and inventory is checked biannually, and any stock loss reported to line manager
- Oversee the supervision of the catering outlets when required and provide management support and cover for busy days and periods of managerial holidays.

## 4) Quality Standards:

- Provide a personalised service to all our clients, from the initial enquiry to the completion of the event, with the focus on outstanding customer service
- Work with the cleaning department to ensure that hired areas and facilities such as accommodation, function rooms and toilets are cleaned to the highest standard possible, for every event

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the line manager shown above.

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**Date raised: October 2024**

# Person Specification

## 1. Qualifications

### ***Essential:***

- Educated to a minimum of GCSE (A – C) standard (or equivalent)
- Food Hygiene Level 3
- Competent in the use of Microsoft 365

### ***Desirable:***

- Educated to A level standard (or equivalent)
- Food Hygiene Level 4
- Recognised Health and Safety Qualification
- Industry recognised Qualification in Catering (HND/City and Guilds)
- Management Skill Training
- Personal License Holder

## 2. Experience

### ***Essential:***

- Relevant experience in a catering, or guest services team leader role
- Experience of coaching, training and developing team members
- Exceptional standards in customer care both verbally and written
- Varied experience of working in a high volume, high quality operations
- Good working knowledge of food safety management systems
- Working knowledge of booking and ticketing systems

### ***Desirable:***

- Previous experience in managing budgets and financial controls
- Proven ability in managing cost margins and overheads
- Experience of using an EPOS system and back office IT systems

### 3. Managerial and supervisory

**Essential:**

- Ability to determine priorities and set tasks for others
- Confidently able to train, motivate and engage your team (including volunteers)

**Desirable:**

- Experience in managing the life cycle of a team member to include:-
  - Recruitment
  - Appraisals
  - Performance Management
  - Allocation of resource (permanent/casual staff and volunteers)
  - Submission of information to Payroll function

Your team	Number managed	Number supervised
Permanent Team	0	
Casual Workers		20+
Volunteers		0

### 4. Responsibility

**Essential:**

- Experience of adhering to legislation e.g.:-
  - Data Protection
  - Food Safety Management Systems
  - Health and Safety
- Proven ability in responding to customer feedback
- Cash handling
- Ability to interpret, implement and follow up on agreed standards
- Ability to act to address inappropriate standards
- Able to play a key role in ordering and managing stock

- Premises licence (where applicable)

**Levels of responsibility:**

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£1,000
Income	-
Cash Handling	£10,000
Assets (required for job, exc. buildings)	-
Visitors (per annum)	c.50,000

## 5. Creative Ability

**Essential:**

- Ability to plan for and adapt to seasonal campaigns and promotions
- Proven experience in problem solving
- Ability to think outside of the 'pond' and committed to going the extra mile
- Possesses and applies financial analytical and reporting skills

## 6. Contact

**Essential:**

- Able to maintain regular and routine contact with other departments and visitors
- Able to establish and maintain contact with external suppliers, ensuring standards are delivered by suppliers and contractors
- Able to work positively with HQ Catering and HQ Finance on a regular basis
- Ability to engage with visitors living up to WWT Customer Service Standards