



# Queen Victoria Seamen's Rest

The Seamen's Mission of the Methodist Church – Established 1843

## JOB DESCRIPTION

<b>Job Title</b>	<b>Hospitality Manager</b>
<b>Location</b>	<b>QVSR - London</b>
<b>Reporting to:</b>	<b>Facilities Manager</b>
<b>Position Type:</b>	<b>Permanent</b>
<b>Hours of Work:</b>	<b>43 hours per week</b>
<b>Salary:</b>	<b>£28,500 circa</b>

### Role Overview

The role of the Hospitality Manager is to provide a high-quality food and beverage service which offers a wide choice of menu to meet the cultural and nutritional needs of residents, staff and the local community. Working as part of the Facilities Team, they will be responsible for the development and delivery of all aspects of QVSR food service operations, and the day-to-day management of the restaurant and coffee shop. They will also act as events co-ordinator for external organisations wishing to use QVSR meeting facilities.

This role is part of the Senior Management Team and the role holder will act as a Duty Manager working on the DM rota as required – as such this may involve evening and weekend working.

### Key Duties & Responsibilities

- Coach and motivate catering staff on a day-to-day basis and help motivate them to perform up to a high standard and to overcome any difficulties being encountered
- Promote and encourage good customer service
- Ensure a varied programme of menus is available in the restaurant
- Ensure all menus and recipes are costed to assist with the preparation of budgets, and other financial information as required
- Monitor the quality of all food services
- Ensure that Food Safety (HACCP) and Health & Safety practices (i.e., appropriate clothing, gloves etc) are carried out in all catering venues, regularly updating staff and volunteers about the required standards of hygiene and cleanliness
- Ensure that all catering areas (storerooms, kitchen, restaurant, coffee shop, Emery Hall kitchen) are maintained to a high standard of cleanliness and all appliances, fixtures and fittings are in a good state of repair
- Monitor the revenue generated by all areas of catering (restaurant / coffee shop / functions)
- Complete appropriate forms and reports (i.e. stock monitoring, sales logs etc.) accurately and on time
- Ensure that all food deliveries are checked and agree with the advice note / invoice
- Check, authorise and record invoices prior to payment
- Oversee the Coffee Shop operation – stock control, menu and sales
- Act as the key contact for external bookings, ensuring that all requirements are noted and provided
- Develop and maintain catering menus for external functions
- Address feedback and resolve complaints with regards to the quality of the food and beverage service
- Plan and review catering staff work rotas ensuring an adequate level of staffing always and arranging cover for staff holidays and sickness



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- Hold regular staff meetings - this may mean adapting working hours
- Ensure staff complete timesheets / overtime forms as appropriate, that they are crosschecked before being authorised
- Ensure that files are kept up to date and contain all necessary information in accordance with relevant statutory and organisational policies
- Review and monitor relevant Policies and Procedures included in the Operations Manual

## Other Duties

- To assist with other areas of the Facilities Department as and when required
- To act as a Duty Manager which will include shift and weekend working
- To assist in cover arrangements during the absence or leave of other Duty Managers
- To undertake any other duties as directed by the Facilities Manager
- To undertake any other additional duties that is reasonably commensurate with this post
- All employees are expected to comply with the Health and Safety at Work Act and to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions

## Competencies and Qualifications

### Essential:

- Minimum City & Guilds 706/1 & 706/2 or equivalent
- Food & Hygiene Certificate (Minimum level 2) & a commitment to undertake training at a higher level (Level 3 desirable)
- Experience in management and supervision of staff
- Experience in catering for 50 -100 people
- Experience in management of a professional kitchen environment
- Proactive and confident in decision making, with a creative mind and an ability to suggest improvements
- Procurement and negotiation skills
- Team player who has the ability to lead and motivate others, and is also able to work on their own initiative
- Proven ability to manage multiple and complex operational matters on a daily basis
- Good communication and interpersonal skills
- Planning and organisational skills
- Good time management and attention to detail
- Proficient in using Microsoft Applications – Word / Excel / Outlook etc.
- Practical, flexible and innovative approach to work

### Desirable:

- Professional Chef Diploma, BTEC National Certificate in Hospitality Supervision or an Advanced Chef Diploma.
- Knowledge or an understanding of the Homeless sector
- Experience working of working in a Care Home / similar setting
- Catering stock management
- Event management



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The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.